

## Position Description

<b>POSITION TITLE:</b>	Disability Support Worker
<b>DEPARTMENT:</b>	Learning & Experiences
<b>RESPONSIBLE TO:</b>	Manager, Learning & Experiences or Team Leader, Learning & Experiences
<b>DIRECT REPORTS:</b>	Nil
<b>INDUSTRIAL INSTRUMENT:</b>	Enterprise Agreement / Relevant Award
<b>CLASSIFICATION LEVEL:</b>	SCHADS 2
<b>LOCATION:</b>	Various (Regional Sites)
<input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> NDIS Worker Screening Check <input type="checkbox"/> Working with Children Check <input checked="" type="checkbox"/> Driver's Licence <input type="checkbox"/> Medical <input checked="" type="checkbox"/> Proof of completion of NDIS Worker Orientation Module <input type="checkbox"/> Proof of full COVID-19 vaccination, or an acceptable medical exemption	

Bedford exists to support people with disability to live the life they choose through a diverse range of skill-building opportunities, from social activities, experiences, supported employment, residential services and open employment. Underpinning this is the belief that diversity, inclusion and acceptance equals belonging for people of all abilities.

People with disability who live, work, and receive care from Bedford need to do more than just get by, they should be given the opportunity and resources to learn, grow and live meaningful, confident lives.

### POSITION SUMMARY

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This role is responsible for the support and development of client living skills including hands on training, skills identification and personal support and care where necessary. This position will include providing direct support to clients, assisting in maintaining a supportive and safe environment and the delivery of quality services to, and outcomes for, people with disability. The overall responsibility of this position is to provide high quality service delivery to clients, maintaining a client-centric approach.

The nature of the client supports in this business unit can involve weekday, evening or weekend work, depending on the requirements of the site, and individual clients.

### KEY RESPONSIBILITIES

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- Championing the delivery of the *NDIS Practice Standards*, the *NDIS Code of Conduct*, as well as the *NDIS Quality and Safeguarding Framework*

- Support clients to achieve their NDIS goals and objectives, encouraging maximum independence and self-determination.
- Support individual or one-on-one clients in centre-based or community settings, or in homes.
- Support groups of clients in centre-based or community programs or activities.
- Actively participating in client activities and programs to support clients achieving their goals; Client goals are varied, and activities may include (but are not limited to): learning to cook, gardening, transport training, educational programs, volunteering in community programs, vocational training, art programs, going to movies, theatres, restaurants, shops, and physical activities such as hiking, swimming or dancing.
- Provide appropriate encouragement, assistance, physical and emotional support, mealtime management and personal care to clients, as specified by company requirements, client needs, and the NDIS Practice Standards
- Ensure compliance with duty of care requirements for self, clients and staff.
- Provide transport for clients, either in a Bedford vehicle or supporting clients with accessing public transport.
- Administer medication as per policy and training.
- Ensure customer service is provided in a proactive, and efficient manner, with a client centric and collaborative approach, whilst maintaining professional boundaries with our clients
- Build relationships with, and effectively & appropriately communicate with other staff, clients, management, families, key stakeholders and other significant persons to the clients.
- Attend and actively participate in team meetings and training sessions.
- Responsible for following any appropriate administration, documentation, client reporting or records management processes, including progress noting and incident reporting, to expected standards.
- Maintaining client records in CRM and ensuring client details and are up to date.
- Report and record any incidents, hazards, and risks within appropriate timeframes, ensuring leadership are made aware of significant incidents.
- Provide first aid or act as a first responder in an emergency situation.
- Ensure the site, service, grounds, and vehicles are clean, tidy, and well maintained.
- Acquire and maintain work health and safety knowledge relevant to the workplace to ensure a safe work environment is maintained.
- Other duties as per the direction of the Support Leaders, or Manager.

## **KEY CHALLENGES**

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- Make a genuine difference in the lives of our clients ensuring quality support is delivered within respective timeframes.
- Ability to multi- task and work with competing priorities in a changing environment.
- Ensuring and advocating client choice and control, while mitigating risk.
- Having a basic understanding of the NDIS, keeping up to date with any changes to practice standards.
- Maintaining quality standards of care to a diverse client base.
- Working within an unpredictable environment, supporting clients with challenging behaviours.

## **SKILLS / ATTRIBUTES**

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### **Personal Attributes**

- Excellent interpersonal, communication and organisation skills with the ability to develop rapport and maintain strong working relationships

- Be a strong team player, with initiative and excellent problem-solving skills
- Effective administration and documentation skills and the ability to record and maintain accurate, objective, non-judgmental information.
- The ability to work with minimal supervision
- An ethical, outcomes and results driven individual, with a positive, “can do” attitude.
- The ability to exercise effective judgment, sensitivity, creativity to changing situations.

### Essential Skills and Qualities

- Certificate III in Disability, Individual Support or equivalent
- Previous experience in a comparable role or industry
- Basic level of competency in using the Microsoft Office Suite
- Sound understanding of Duty of Care, privacy, and confidentiality requirements
- Previous experience in medication administration
- A current and valid driver’s licence.
- Current first aid certification.
- Cleared to work (NDIS Worker Screening Check, National Police Clearance)

### Desirable Skills and Qualities

- Certificate IV Disability or relevant tertiary qualifications.
- Prior experience specifically within the disability sector
- Knowledge and understanding of the following standards:
  - Disability Service Standards
  - NDIS Quality and Safeguarding Framework
  - NDIS Practice Standards
  - NDIS Code of Conduct

### CORPORATE RESPONSIBILITIES

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All staff are required to work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards* (the NDIS Practice Standards) and any other legislation that is relevant to their role, and:

- behave in a manner that is consistent with Bedford’s mission, vision, and values and that supports clients and employees to achieve their NDIS goals and objectives.
- comply with Bedford policies and procedures as amended from time to time, including the *Code of Conduct*.
- acquire and maintain Work Health and Safety knowledge relevant to your position.
- participate in any performance or professional development process as required by Bedford.
- participate in mandatory training as relevant to your role, and as required by Bedford.

### OTHER RELEVANT INFORMATION

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Further information about Bedford may be found at <http://www.bedfordgroup.com.au>

Bedford may vary your Position Description from time to time.

I confirm that I have read and understood the Position Description for the position of Disability Support Worker.

Name: .....

Signed: .....

Date: .....