

**POSITION:** Disability Support Worker

**REPORTS TO:** House Manager

**DATE UPDATED:** December 2019

#### **ORGANISATIONAL ENVIRONMENT**

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

#### **JOB CONTEXT**

Disability Services offer tailored support services and products to people with disability and their families. Disability is a dynamic and growing area with the introduction of the National Disability Insurance Scheme (NDIS). People with disability and their families choose the support they need, who will provide it and what price they will pay.

Melbourne City Mission's disability services are designed and offered within a sustainable business framework and are focussed on customer service and value for money. Identification and measurement of outcomes for the service or product delivered are central to effective and sustainable delivery. Products and services and their price structures are continuously reviewed to ensure ongoing relevance to people with disability, families and carers.

MCM provides several programs tailored to participants with complex support needs. MCM provides high quality, community-based shared accommodation and community support for people with a disability using contemporary principles of person-centred planning/support. The teams support people to achieve their personal goals/aspirations and to actively participate within local communities.

#### **JOB PURPOSE**

The Disability Support Worker assists and supports people with disability to achieve their individual goals, aspirations and participation in the community to become as independent as possible.

## JOB OBJECTIVES

**Duties of this role may include but are not limited to the following:**

***Deliver a high-quality standard of support to the people we support by:***

- Supporting people with personal needs, daily living requirements and community access, including the attendance of people's appointments and activities of daily living, and where appropriate the documentation and communication of these in the Out-of-home Care environments.
- Understanding the National Disability Insurance Scheme (NDIS) and its relevance to the residents
- Promoting an environment that supports and empowers residents to make choices, self-advocate and achieve the lifestyle they desire within the broader community
- Providing active support using the Person Centred Active Support approach and developing and implementing strategies to support behaviour reduction utilising a positive behaviour framework.
- Providing support to residents that meets NDIS requirements
- Participating in meetings where necessary to assist in the support program
- Working with families, health professionals and other significant stakeholders to increase the capacity of residents
- Facilitate and support formal and informal communication for the people we support and their relationships ensuring the person's needs and concerns are addressed and acted upon in a timely manner
- Working together with the immediate team and others to develop, implement, monitor and review residents' planning episodes involving annual Person Centred Plans (PCP)/Individual Support Plans (ISP), weekly activity schedules, Behaviour Support Plans (BSP), Health Plans and Risk assessments as required
- Providing support in accordance with MCM's values, policy and procedural guidelines, Disability Residential Services Practice Manual, the Disability Act 2006, the Victorian Disability Service Standards and relevant Occupational Health and Safety guidelines.
- Monitoring and evaluating residents' progress towards achieving their NDIS plan and developing and implementing strategies to continue working towards achieving the plan

***Meeting the medical and health support needs to the people we support by:***

- Ensuring all medication administration is in accordance with the MCM Disability Residential Services Practice Manual and Medication Administration procedure.
- Observing and recognising symptoms of deteriorating health and responding appropriately
- Supporting the residents to attend visits with health professionals and attend to their health needs

***Maintain current and accurate documentation reflecting the support provided to the people we support by:***

- Undertaking an evidence-based approach to documenting active support
- Reviewing and updating resident records and documentation in a timely manner

- Updating resident records associated with their support to comply with legislative and the quality safeguarding requirements
- Completing key worker reports, individual plans and health plans to an acceptable standard
- Maintaining residents' financial records ensure they are updated and current
- Accurately documenting the active support provided in accordance with the residents' support plans and reflecting their progress towards achieving documented goals
- Competently completing billing requirements in the client management system as per NDIS requirements
- Assistant with other administrative tasks to support service development and delivery

***Contribute to the continuous improvement of the support we provide by:***

- Identifying and implementing better ways of support to meet the needs of residents and improving their quality of life
- Actively participating in staff supervisions and team meetings to understand the service/support environment, share feedback, plan service development and contribute to continuous improvement opportunities.
- Actively participating in relevant training to increase knowledge and capacity to deliver effective and comprehensive support to residents.
- Implementing improvements in conjunction with other MCM residential services to impact the overall support being provided
- Reporting and recording house/property maintenance issues to the House Manager in a timely manner

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

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| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Disability Support Coordination</li> <li>• ABI Consultancy Team</li> <li>• Youth Services</li> <li>• Employment, Education and Training</li> </ul> |
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| <b>External Relationships</b> | <p>Disability Services staff will actively liaise and network with a number of external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support.</p> |
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## KEY SELECTION CRITERIA

### Essential:

- Certificate IV in Child, Youth and Family Intervention or other relevant qualification recognised under the Australian Qualifications Framework and enables one to become qualified to provide disability support in Out-of-Home Care services.
- Current First Aid Certificate Level 2
- Demonstrated experience working with people with behaviours of concern
- Willingness and availability to perform work on a rotating roster (morning, afternoon and evening shifts) including weekends and public holidays.
- Current driver license
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victoria Drivers Licence, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

### Desirable:

- Experience working within a residential setting and/or working with people with disabilities
- A demonstrated knowledge of the Disability Act 2006, the guiding principles of the State Disability Plan and other relevant legislation, policies and guidelines
- Other skills and/or experience such as key word sign, positive behaviour support, etc. that would support the delivery of support to people with disability.

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

### Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

### Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

| KEY AREA            | BEHAVIOURAL CAPABILITIES   |
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| <b>PARTNERSHIPS</b> | <b>Customer Focused</b><br>We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally. |
| <b>PARTNERSHIPS</b> | <b>Collaboration &amp; Cooperation</b><br>Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.           |
| <b>REPUTATION</b>   | <b>Provable Results</b><br>Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.                |
| <b>REPUTATION</b>   | <b>Doing Our Best</b><br>Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.   |
| <b>PEOPLE</b>       | <b>Resilience &amp; Bounce Back</b><br>Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.          |
| <b>PEOPLE</b>       | <b>Builds Capability &amp; Realises Potential</b><br>Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.       |

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| <b>PEOPLE</b> | <b>Challenge &amp; Change</b><br>Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference. |
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| <b>PEOPLE</b> | <b>Safety First</b><br>Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others. |
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## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

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| <b>Together</b> | We are inclusive and accepting of difference.<br>We work in highly effective teams and our people are connected across our organisation.<br>We engage proactively with others to deliver outcomes. |
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| <b>Courageous</b> | We speak up constructively in line with our convictions.<br>We pursue our goals with determination.<br>We are passionate about our advocacy role. |
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| <b>Curious</b> | We are inquisitive and ask why.<br>We challenge the status quo.<br>We actively explore the alternatives. |
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| <b>Open</b> | We are transparent and have genuine, honest interactions.<br>We listen and hear people's voices.<br>We value and respect the autonomy of clients.<br>We trust one another. |
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| <b>Accountable</b> | We act safely in all our interactions.<br>We manage within our financial and resource boundaries.<br>We own our outcomes and decisions.<br>We are proud of the work that we do. |
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