

**POSITION:** Disability Support Worker – Community Support Program  
**REPORTS TO:** Workforce Manager  
**DATE UPDATED:** January 2020

#### 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

This role will work in the Community Support Program

- **Assistance to access community, social and recreational activities**

Staff provide an effective quality support in the community for individuals which assists people with disabilities to develop and achieve personal growth whilst respecting their individual needs. We provide a flexible service negotiated between the carer, the person with a disability and our staff. The role strives towards social inclusion.

The role provides a number of lifestyle support options for individuals. We tailor our services to suit their needs and requirements. We can support you by providing information, assisting with personal care, and attending appointments and recreational activities with you. We can help you develop and practice independent living skills, and provide other general support services.

#### JOB PURPOSE

The role involves assisting people with a disability with their daily activities. Disability support workers develop and implement programs and strategies aimed at achieving an individual's goals and aspirations and enhancing the individual's participation within the community. It focuses particular importance in behaviour reduction and replacement to increase quality of life. Workers will work within a positive behaviour framework as well as taking an active support approach to each individual.

Community Support workers will contribute to supporting people to be as independent as possible and will work closely with their families and significant stakeholders in their lives to increase capacity to remain in the family home and prevent relinquishment. This support provided is delivered in a manner consistent with Melbourne City Mission's values policy and procedural guidelines the Disability Act 2006, the Victorian Disability Service Standards and relevant Occupational Health and Safety guidelines.

## JOB OBJECTIVES

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

- Foster an environment that supports and empowers people to make choices and self-
- Advocate as part of daily practice, assisting them in achieving the lifestyle they desire within the broader community
- Provide flexibility in availability for morning, afternoon and evening shifts. Shifts include the ability to work weekends and public holidays
- In conjunction with the team develop, implement, monitor and review people's planning episodes. These will include:
  - Person Centred Plans (PCP) / Individual Support Plans (ISP) on a yearly basis
  - Weekly activity schedules
  - Behaviour Support Plans (BSP)
  - Health Plans
  - Risk assessments as required
- Support 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.
- Liaise with family, other service providers, stakeholders and health professionals to assist in the person's support
- 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
- Understand, believe and put into practice the philosophy of Active Support
- To work as part of a consistent and cohesive team
- To participate proactively in staff training and professional development
- To attend team meetings and supervision.
- As required, assist the immediate line manager, and team leader with administrative duties as directed
- Accurately complete and update the people we support records and routines, progress notes, incident reports, personal and organisational asset registers and financial records
- Ensure all OH&S issues are acted upon and reported to both the Workforce Manager and OH&S Representative within agreed timeframes
- Attend necessary training to increase personal knowledge and provide you with the capacity to provide effective and comprehensive care to each individual.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.

## 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:

Disability Services staff may have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:

### Internal Relationships

- Staff from the Disability Case Management Team
- Staff from the ABI Consultancy Team
- Staff from Youth Services
- Staff from Employment, Education and Training
- Staff from Staff Learning and Development
- Staff from Human Resources

### External Relationships

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.

## KEY SELECTION CRITERIA

### Essential:

- Certificate IV in Disability or equivalent
- An understanding of the requirements for ensuring child safety.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), obtaining Disability Worker Exclusion Scheme clearance; Out of Home Care Disqualified Carer Check, current Victorian Drivers Licence, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

### Desirable:

- Certificate IV in Disability or equivalent
- Experience working with people with behaviours of concern
- A demonstrated knowledge of the Disability Act 2006, the guiding principles of the State Disability Plan and other relevant legislation, policies and guidelines
- Other relevant training such as key word sign, positive behaviour support etc.

## 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
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b></p> <p>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.</p>

<b>REPUTATION</b>	<b>Provable Results</b> 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> 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> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
<b>PEOPLE</b>	<b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
<b>PEOPLE</b>	<b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

## OUR VALUES

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

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

