

## POSITION DESCRIPTION SUPPORT WORKER – DISABILITY SUPPORT



OBJECT	DETAILS
Position Title	Support Worker – Disability Support
Employee	Employee Name
Salary Classification	Level 2 – Social, Community, Home Care and Disability Services Industry Award
Supervisor	Program Manager
Delegation Level	Level 6
Staff reporting to the position	Nil
Link to Organisational Chart	<a href="#">YellowBridge QLD Ltd. Organisational Chart</a>

### SCOPE OF THE POSITION

The **Disability Support Worker** is a member of the Disability Services team and reports directly to the **Program Manager – Disability Support**. The position works with the YellowBridge QLD Ltd. team to deliver effective and efficient services for people with a disability.

### ABOUT YELLOWBRIDGE QLD LTD.

YellowBridge QLD Ltd. is a not-for-profit company, limited by guarantee, and responsible for managing and administering a range of home and community care programs, community housing programs, and disability programs.

**Vision:** Connecting lives and finding bright possibilities.

**Mission:** Working together to help lives shine.

### KEY OBJECTIVES

1. Deliver high standards of support to clients.
2. Provide information and data regarding service delivery
3. Maintain professional relationships with internal and external stakeholders

### KEY ACCOUNTABILITIES

1. Delivery of quality outcomes for individual clients, including good relationship management
2. Delivery of high quality WPH&S standards
3. Participate in professional development
4. Professional representation of YellowBridge QLD Ltd. in the community

## KEY RESPONSIBILITIES

LINK TO OBJECTIVE	KEY RESPONSIBILITIES	% TIME
Deliver high standards of support to clients.	<ul style="list-style-type: none"> <li>• Provide support services to clients based on their individual plans</li> <li>• Provide personal and accommodation care as required</li> <li>• Facilitate community care and participation dependant on individual needs</li> </ul>	60%
Provide information and data regarding service delivery	<ul style="list-style-type: none"> <li>• Accurately record information as required</li> </ul>	10%
Maintain professional relationships with internal and external stakeholders	<ul style="list-style-type: none"> <li>• Encourage positive and socially appropriate behaviour and effectively manage challenging behaviour</li> <li>• Promote social interaction and emotional support to clients</li> </ul>	20%
Administration and company	<ul style="list-style-type: none"> <li>• Undertake professional development</li> <li>• Attend meetings</li> <li>• General administration</li> <li>• Consider other opportunities that contribute to whole of company initiatives</li> </ul>	10%

## POSITION REQUIREMENTS

1. Minimum of Certificate III in disabilities or equivalent; or willingness to undertake the qualification
2. Demonstrated experience in the delivery of services to clients
3. Experience with maintaining records of service delivery, or ability to acquire the knowledge
4. High level interpersonal skills, including the ability to work in a multifunctional team and to interact with a broad cross-section of people

The Disability Support Worker key role is to:

- Deliver high standards of support to clients.
- Provide information and data regarding service delivery
- Maintain professional relationships with internal and external stakeholders

The Training Plan identifies and selects from 3 types of skills:

- **Core Skills:** Skills that are essential to undertake the role. Often core skills are similar at defined levels in an organisation such as team work, understanding WH&S, managing staff
- **Specific Skills:** Skills that are required to undertake the work in the service areas such as medication training, understanding software, qualifications, understanding the service environment
- **Desirable Skills:** Skills that are desirable to ensure a staff member is growing in the role and benefiting YB in the process

### Core skills for field staff – Disability Support Workers

Core Skills	What this means
WH&S	Understanding incident and reporting requirements; know what a hazard is; basic WH&S legislation – policies & procedures; safe work practices; fire safety; PPE usage; undertaken the YB WH&S training; manual handling; infection control; risk; safe driving practices Infection Control principles, Manual Handling of people and hoisting, Wheelchair van hoist
Team work	Understand team functionality – 5 discoveries concepts High level interpersonal skills, including the ability to work in a multifunctional team and to interact with a broad cross-section of people
Administration skills	Application of SharePoint, ProSIMS & time on line; good email skills; completing basic records; use of the style guide, completing client specific records and reports
YB – specific service	Cert III or equivalent (or working towards),  Understanding of types of disabilities and their impacts on individuals Understand Medication delivery and legislative requirements, Manual Handling including use of wheelchairs, hoists, wheelchair vehicle hoists, supporting clients with mobility impairments including walking frames, Knowledge and application of Infection control techniques, Food handling and basic food preparation skills Ability to complete domestic duties for clients, Ability to provide personal hygiene support to clients including continence care Effective communication including understanding of specific devices/practices (PECS, Ipad, sign language, Restrictive practice knowledge of legislation and principles, Behaviour management strategies,
YB – company	Knowledge of what the company does; understating and upholding the Values; CSP understanding; knowledge and willingness to embrace our initiatives; Wellness understanding

Communication – written & oral	Good written and oral communication, Ability to communicate with people with a disability and ability to communicate with peers and parents/carers/other support staff/health professionals
Quality Skills	Basic understanding of system; understand custodianship; follow processes; continuous improvement; record management, knowledge of key principles of HSQF