

## Position Description

*Private and Confidential*

### Disability Support Worker

## The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW], Nambucca Valley Phoenix and Open Arms Care [Mid North Coast NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

**Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.**

### Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	Disability Support Worker
<b>Location:</b>	Various locations
<b>Job Type:</b>	Casual
<b>Reports to:</b>	Disability Services Manager/Support Coordinator/Disability Support Coordinator
<b>Direct reports:</b>	Nil

## Service Description

The Disability Services Team provide Community based programs, respite services, accommodation, residential services and vocational programs under the NDIS and through state based funding in line with the Disability Service Standards, Third Party Verification & ACIS standard requirements, the Disability Inclusion Act, relevant ADHC policies and procedures and all LiveBetter policies and procedures.

## Key Position Responsibilities

The primary objective of this position is to provide direct customer care which aims to promote the dignity of our customer and support them to develop their potential. Disability Support Workers may be required to work with customers, one-on-one, or in a group basis and at times work alongside other Disability Support Workers to meet the individual needs of the customer.

Core responsibilities for this position include:

- Contributing to developing, following and implementing programs that support customers in developing skills associated with daily living and to increase their capacity to be a part of the community.
- Support customers in their chosen program to progress towards their Individual goals and ensure they meet their requirements under their NDIS Plan.
- Provide support to customers who require assistance with tasks of daily living, personal care, domestic assistance and medication administration.
- Perform duties in a manner that promotes the dignity, independence and acquisition of skills of customers.
- Support customers in developing skills covering all aspects of personal development and daily living as defined by goals set in their Individual Plan (IP).
- Ensure all customers are treated with respect and dignity and provide culturally respectful and appropriate service delivery.
- Respect the privacy and confidentiality of customers in accordance with privacy legislation and LiveBetter Policies and Procedures, during and beyond the period of employment.
- Complete all required paperwork, documentation and recording as per LiveBetter Policy and Procedure which includes monitoring and documenting activities and goals as part of their NDIS Plan.
- Maintain positive working relationships with key external disability and other service providers.
- Supporting customers to obtain full time or voluntary employment (as required by role).
- Supporting customers through peer support groups or weekend respite (as required by role).

## Risk

All staff must be aware of operational and business risks.

They should;

- Provide input into various risk management activities assist in identifying risks and controls
- Report all emerging risks, issues and incidents to their manager or appropriate officer

## Person Specification

### Essential

- Ability to work effectively in a team environment as well as independently, whilst enjoying a degree of responsibility in your position.
- Effective verbal and written communication skills.
- Current Senior First Aid Certificate.
- Current Drivers Licence.
- Transferable life and work skills along with a caring & compassionate approach.
- Personal morals, values and attitudes that aim to support the dignity and independence of our customers.
- Willingness to undertake personal care services with our customers.
- Ability to use technology such as smart phones and computers.
- Completion of NDIS Worker Orientation Module 'Quality, Safety and You'\*

\* *The NDIS Worker Orientation Module 'Quality, Safety and You' is an interactive online course that explains the obligations of workers under the [NDIS Code of Conduct](#) – from the perspective of NDIS participants. All registered NDIS providers under the NDIS Commission require that this module be completed to undertake work within Disability Services. Completion of the module will take approximately 90 minutes and is free. You can save, exit and return to the module at any time. Once completed, you will receive a certificate of completion that is to be provided when applying for any Disability services related roles.*

**Training can be accessed here: <https://training.ndiscommission.gov.au/>**

### Desirable

- Certificate III in Disability, Welfare, Individual Support or equivalent.
- Six (6) months relevant experience.
- Ability to develop, implement and monitor individual plans.

### Other requirements

- Pass a National Criminal History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
- Completion of the *NDIS Worker Orientation Module 'Quality, Safety and You'*
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Ability to be flexible with work hours to meet reasonable demands of the position.

## Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			