

Position Description

Private and Confidential

Disability Support Worker

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

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

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|------------------------|----------------------------------|
| Position title: | Disability Support Worker |
| Location: | Mid North Coast/Nambucca Valley |
| Job Type: | Casual/Permanent Part Time |
| Reports to: | Coordinator, Disability Services |
| Direct reports: | 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 First Aid Certificate including CPR qualification.
- Current Australian 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.
- Flexibility and availability to work across a varying roster 24 hour a day, 7 days a week.

Other requirements

- Pass a National Criminal History 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:

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|----------------|--|-------|--|
| Employee Name: | | Date: | |
| Signature: | | | |