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| Title | **Disability Support Worker** |
| Qualifications / Experience | * A Certificate IV in Disability Work , or equivalent * A Level 2 First Aid Certificate is required. * A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment. * A full driver’s licence (preferable) |
| Conditions of Employment | As per Contract of Employment and the *Social, Community, Home Care and Disability Services Industry Award 2010*.  This position involves shift work, weekend work, public holidays and sleepover shifts. |
| Pre-employment Safety Screening Checks | Appointments are subject to satisfactory outcome against the following pre-employment screening checks:   * Police Record Check (Including Proof of Identity) * International Police Record Check - Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. * Working with Children Check – Confirmation of a Working With Children Check (WWCC) card of WWCC receipt * Disability Workers Exclusion List (DWEL) * Employment history including disciplinary action disclosure * Qualifications check * Referee checks |
| Work location | AGAPI Care Head Office at 12 Showers Street Preston  AGAPI Care has 4 service locations – Preston (2 service facilities), Oakleigh and Clayton South.  You may have to work at other locations outside of your primary place of work as required. |
| Employment type | Full time, part time and casual |
| Salary range | In accordance with the *Social, Community, Home Care and Disability Services Industry Award 2010.* |
| Position reports to | House Supervisor and overall report to Manager Client Services & Partnerships |

**ORGANISATION**

AGAPI Care Inc. is a disability service provider funded by the Department of Human Services. AGAPI Care provides support to empower people with disabilities to achieve their goals and actively participate in their communities.

AGAPI Care provides community based respite and long term supported accommodation to people with disabilities living in the North West, Eastern and Southern suburbs in Melbourne under a sleepover model. Our aim is to deliver safe, equitable and people-centred disability services in response to our communities’ needs.

Our people are our strongest asset and we value the contribution of every employee. We are committed to developing and supporting a workforce that is well equipped and highly motivated to provide responsive and quality services to the people of Victoria.

**POSITION ROLE**

Disability Support Workers (DSW) directly provide support for people with disabilities, across their lifecycle and in all domains of life to enable access to a quality life with dignity, respect and social inclusion in the least restrictive environment.

Disability Support Workers develop and implement programs aimed at achieving an individual’s goals and aspirations and enhancing the individual’s participation within the community. DSW at this level group work in group homes, respite or a residential facility providing a range of support to our clients that include personal care, health, administration of medicines, exercise and diet, daily household activities and community experiences.

Working within a multi-disciplinary team, DSW will contribute to the maintenance of a homelike environment and ensure that the support provided is delivered in a manner consistent with AGAPI Care Inc’s values, policy and procedural guidelines including person centred planning, accurate record keeping and progress notes, the Disability Act 2006, governmental service delivery standards and relevant Occupational Health and Safety guidelines.

**ACCOUNTABILITIES**

In your role as a Disability Support Worker you will be required to:

* Under general direction, implement a range of client support plans within respite and long term supported accommodation, flexible respite including social, recreational and daily living activities based on the goals of individual support plans using a person-centred approach.
* Directly support client wellbeing, including support with daily household activities, preparation and assistance with meals, personal care, and social, recreational and community experiences that enhance quality of life, based on support plan goals and individual support plans.
* Utilise well-developed communication skills to understand and identify client needs, preferences and interests and respond to clients and their families and others in their lives.
* Provide information, feedback and reports, including recording charts, checklists and completing routine tasks.
* Administer medication treatments and therapies according to prescribed protocols or otherwise, seek appropriate medical assistance.
* Provide information to colleagues on routine matters relating to client needs and general house matters.
* Keep accurate and complete records of your work activities in accordance with legislative requirements and the organisation’s records, information security and privacy policies and requirements.
* Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
* Implement planned activities in line with policies and guidelines.
* Contribute to developing programs for clients and to longer-term house development plans in consultation with senior staff and management.
* Share observations relating to work process improvements with supervisor or more senior staff.
* Participate in gathering of information and reporting requirements to better assist clients to help meet daily client needs and/or plan support for future client requirements.
* Participate in internal or community information sessions, mandatory training and seminars as required.
* Work to develop and maintain team morale and effectiveness and share practice knowledge.
* Communicate effectively with the House Supervisor and Manager Client Services & Partnerships.
* Ensure all OH&S issues are acted upon and reported to both the House Supervisor and the OH&S Representative within agreed timeframes.
* Report and record house maintenance issues to the House Supervisor and/or Manager Client Services & Partnerships within the agreed timeframes.
* Accurately complete and update the people we support’s records and routines, handover notes, incident reports and financial records

**Ongoing Education, training and professional development**

* Reads memos regularly
* Attends staff meetings
* Participate proactively in staff training and professional development including mandatory training:
  + - Emergency & Fire Safety programs and procedures
    - Manual handling
    - Infection control
    - Rights awareness training
* Work towards annual training objectives following appraisal to ensure skills and knowledge to fulfil role.

**KEY SELECTION CRITERIA**

* Stakeholder management: responds to clients’ needs; keeps the client or stakeholder up-to-date with issues and developments; promptly follows through on inquiries, requests and complaints; takes responsibility for correcting problems promptly and without becoming defensive.
* Verbal communication: clearly explains information and listens to feedback; speaks clearly and concisely and keeps people interested when speaking; uses a polite and considerate manner when dealing with others.
* Interpersonal skills: polite and considerate in dealing with others; aware of people’s moods and temperament.
* Self-management: accepts responsibilities for own actions; focuses on the most important goals; has a realistic and balanced view of own strengths and weaknesses; recognises own feelings and personal prejudices and understands why they occur

**Professional Conduct**

* Customer/client focus: listens to customers; actively seeks to meet customer needs; seeks ways to improve services; committed to delivering high quality outcomes for clients.
* Integrity: committed to the public interest; operates in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals fairly.
* Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
* Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
* A high standard of personal appearance and conduct is expected of every employee, that is: clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and to each other.
* Adheres to our uniform policy.
* At NO TIME must information related to a resident/family or staff member be discussed with anyone other than the relevant staff member/care professional providing care/service.
* Display a positive approach to the values of the organisation.

### Safety Screening

* All applicants are subject to a National Police History Check.
* Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website [www.immi.gov.au](http://www.immi.gov.au) and can be searched for under the phrase, ‘penal clearance certificate.’
* Safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme Unit (DWESU). The DWEL includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Human Services.

### Qualifications

* A Certificate IV in Disability Work or the Advanced Certificate in Residential and Community Services or other tertiary qualifications recognised as being equivalent is required and a copy must be provided with your application.
* A Level 2 First Aid Certificate is required (for DSW).
* A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.
* A full driver’s licence (preferable).

**Occupational Health & Safety**

Everyone at the workplace is responsible for ensuring health and safety at that workplace.

All staff must:

* follow safe work practices
* work to prevent and minimise risks to health safety and wellbeing
* participate in risk assessment processes and follow risk control strategies
* attend training provided to assist safe work practices
* report all accidents, incidents, near misses and hazardous work practices
* follow relevant guidelines provided in the House maintenance guide, when maintenance contractors, health professionals need to enter a residential / respite service for work purposes

**Quality Management Systems**

AGAPI Care Inc is committed to providing quality disability support services that will meet our Customers' expectations and needs, comply with regulatory requirements, and to maintain the effectiveness of the quality management system.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to employees by the Executive Director.

## Conditions and benefits

People who work for AGAPI Care must comply with the organisation wide Code of Conduct Policy & Procedure and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of AGAPI Care Inc can enjoy a range of employment benefits. These include salary packaging (for permanent staff), and training and development opportunities.