



Position Description - Disability Support Worker

STATUS:	Casual
AWARD & SALARY:	Positions offer salary based on relevant section of Social, Community, Health and Disability Services Award. Salary Packaging in accordance with Public Benevolent Institutions applies.
PRIMARY LOCATION:	Warrnambool
REPORTS TO:	Disability Coordinator/Out of Home Care Coordinator

ORGANISATIONAL CONTEXT

Mpower is a well-established, successful, accredited not-for-profit community-based organisation servicing the population in the south west of Victoria. Mpower has been providing a range of services to individuals and families in the south west for over 40 years.

Over time the operation of Mpower has grown from a small voluntary service to an accredited agency employing more than 80 staff and providing a range of support services to over 800 families regionally. Mpower has experienced vast growth in past 3 years following the introduction of the National Disability Insurance Scheme (NDIS) and the expansion of other client services.

PRIMARY OBJECTIVES		
<ul style="list-style-type: none"> As part of the Disability Services or Out of Home Care Team provide quality support services and programs for participants with disabilities. Provide person centred and client-led services to all Mpower participants . Deliver evidence-based practice and professional services for Mpower's participants at all times. 		
KEY ACCOUNTABILITIES		
KEY AREA	MAJOR ACTIVITIES (Tasks in relation to the area)	PERFORMANCE INDICATORS (How will success be measured)
Provision of NDIS supports	<ul style="list-style-type: none"> Provide direct support to participants of Mpower's programs. Assist the child, young person or adult to meet all their personal care needs. Ensure understanding of all client individual support needs eg) communication, mobility, personal care (etc) prior to each program. Encourage and support social interaction and independence amongst participants, appropriate to their age. Respond to challenging behaviours as required. Communicate with other staff and coordinators in all programs. Participate in regular supervision and an annual performance appraisal process. Participate in shift work and sleepovers 	<ul style="list-style-type: none"> Apply duty of care at all times. Promote choice, active participation and skill development. Be directly involved in activities for example community visits, volunteering placements, community recreational activities, other activities such as gym, sailing or swimming. Administer medication according to the Mpower medication policy. Use a family / person centered approach to working with participants and families. Assist with the planning and organising of appropriate activities. Contribute ideas for improvement to the Disability Services Manager. Advocate for service users where required. Undertake training as required. Participate in team and agency meetings. Contribute to risk management planning by identifying and reporting risks to coordinators. Maintain confidentiality at all times. Adhere to agency policy and procedures. Other duties as consistent with the position as directed by the Disability Services Coordinator.
Provision of Out of Home Care services	<ul style="list-style-type: none"> In addition to the abovementioned major activities, provide direct supports to Mpower Out of Home Care Program Clients 	<ul style="list-style-type: none"> Practice Trauma Informed care with all Mpower OOHC clients as an overlay to the abovementioned performance indicators

RESPECT

EMPOWERMENT

QUALITY

NEW LEARNING

Teamwork	<ul style="list-style-type: none"> • Participate in team building activities/tasks such as team meetings • Actively contribute and support peers in order to obtain successful outcomes for participants on program shifts 	<ul style="list-style-type: none"> • Regular attendance and contribution to Disability Services/OOHC team meetings. • Demonstrated performance and behaviours that is in line with organisational values, mission, vision and the Code of Conduct is abided by at all times.
Stakeholder relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Disability Coordinator / Out of Home Care coordinator • NDIS Services Manager • Disability and Out of Home Care Teams • Other managers and staff <p>External:</p> <ul style="list-style-type: none"> • Participants, families and carers • NDIS • Community venues 	<ul style="list-style-type: none"> • Demonstrated strong professional relationships with colleagues • Ensure the agency is always represented in a highly professional manner and conduct across the agency and community • Demonstrated commitment to achieving the best possible outcomes for participants as evidenced by feedback received from all participants
Infection Control	<ul style="list-style-type: none"> • Ensure all practice is conducted in accordance with infection control policies, procedures, and standards 	<ul style="list-style-type: none"> • Adherence to infection control standards and legislative requirements at all time.
Code of Conduct	<ul style="list-style-type: none"> • Adhere to the NDIS Code of Conduct at all times • Develop and maintain sound knowledge of and commitment to Mpower's policies and procedures. • Ensure that you engage in behaviour that treats other staff fairly, equitably, and not subject to any form of discrimination or harassment. • Demonstrate and abide by Mpower's core values: Respect, Empowerment, Quality, New learning. • Participate in promoting safe working environment. • Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our customers 	<ul style="list-style-type: none"> • Familiarity with and practice that is consistent with the NDIS Code of Conduct • Be aware of and promote Mpower's policies and procedures. • Core Values are reflected in everyday behaviour. • Participation and compliance of all occupational health and safety policies and procedures. • Participants and families are always made to feel welcome and supported

SKILLS AND BACKGROUND REQUIREMENTS

Formal qualifications (Certifications and qualifications)

Required

- Certificate IV in Disability or Cert IV in Child, Youth and Family Intervention. (or to be working towards either of these qualifications)

Prior experience and desired skills

Desirable

- Cert IV in Child, Youth and Family Intervention
- Previous experience working in an NDIS funded disability service
- An understanding of the rights and needs of people who have disabilities and their families.
- Availability to work flexible hours eg) afternoons, sleepover, weekends and school holidays
- Commitment to teamwork.
- Be willing to learn about best practices in supporting individuals with disabilities.
- Be able to adapt your style to your environment.
- Creativity, enthusiasm and willingness to be directly involved in activities.
- Experience with behaviours of concern is highly desirable.

Compliance Requirements:

- Driver's license
- Current First Aid and CPR
- Current employee Working with Children Check
- Compliance with a criminal background checks
- Carers Disqualification Check