

Disability Support Worker (DSW)

POSITION TITLE	Disability Support Worker
EMPLOYMENT STATUS	Permanent Full Time, Part-Time or Casual
WORK HOURS	General hours of operation are 7 days a week from 7am to 7pm. May include occasional support shifts outside of these hours upon agreement.
WORK SETTING(S)	Varied Christie Centre sites, community settings, individual participants' homes and workplaces
WORK LOCATION(S)	At our sites and social enterprises, or out in the community. You will be expected to travel to other site locations occasionally as needed. Christie Centre sites include: Head Office, Christie Centre AroundAgain ArtRageUs Boyden Street GrowAbility Nursery Life Skills My Choice
REPORTS TO	Team Mentor, Site Supervisor or Team Leader (depending on site)
CLASSIFICATION	SACS Level 1.2 – SACS Level 2.4 - \$28.44 - \$39.53 per hour (depending on experience and qualifications) All classifications are in accordance with the Victorian Disability Services (NGO) Agreement 2023. All leave entitlements are in accordance with the National Employment Standards (NES) and as outlined in the agreement.

POSITION PURPOSE

To provide high quality support to service users that is flexible and individualised and facilitate involvement in daily and living skill activities across all services of the Christie Centre.

This position is involved in the planning, development and implementation of Service User programs, supports, NDIS goals and evidence reporting processes in consultation with other members of the Support Services and Social Enterprises team.

RESPONSIBILITIES & DUTIES

This position's primary responsibility is to provide high quality person-centred supports to participants in a range of areas, including:

- Supporting groups of up to 5 participants in various activities and settings
- Supporting participants 1-1 in various activities and settings
- Working as a solo staff member supporting a participant or group
- Working with other staff members supporting a participant or group

Connection and Participation

- Support people to take part in everyday life in ways that are meaningful, valued and tailored to the needs and interests of the individual.
- Provide support to go to work or school, take part in sport or pursue a hobby.
- Support participant/s in activities in community access e.g. swimming and bushwalking.
- Support participant/s to prepare meals, clean or garden
- Support participant/s with practical tasks such as getting to an appointment or going shopping.
- Building a person's skills and confidence to do something new.
- Support participants to build the confidence and skills to develop social networks and connections, whilst empowering them to live their best life.

Activities of Daily Living (ADLs)

- Showering and oral hygiene
- Dressing and grooming
- Toileting and continence
- Transferring and mobility
- Eating and drinking

Supported Employment

- Support participants in supported employment - completing tasks such as cleaning, gardening, sorting and pricing donated goods for sale, customer service, and sales.
- Support Supported Employees in all their responsibilities as an employee - i.e. clocking on/off, submitting timesheets and leave requests, taking breaks, remaining safe in the workplace.
- Support Supported Employees to complete any learning or training required for their position.

Core Worker

- Act as a Core Worker for up to 6 participants (pro rata):
 - keeping all participant information accurate and up to date. E.g. care plans, emergency plans, medical information, Behaviour Support Plans (BSPs)
 - creating and maintaining participants' How Best to Support Me document
 - sharing information and updates with families, carers, relevant staff and other stakeholders within permissions
 - be the contact person for core participants

Documentation and Reporting

- Complete individualised case notes for every participant supported on a daily basis.
- Accurate and timely incident reporting
- Complete accurate and informative program reviews to ensure participants are working towards their NDIS goals.
- Maintain accurate records in accordance with NDIS requirements, including prompt behaviour reporting documentation.

Other responsibilities:

- Attend regular supervision, annual appraisals, care team meetings and staff team meetings as required.
- Complete all training on time as required and remaining current with all learning.
- Comply with the NDIS Code of Conduct to support participants in ways that are respectful and inclusive.
- Apply principles of positive behaviour support when supporting participants to implement their behaviour support plan.
- Foster positive community perceptions of people with disability by promoting their strengths and capabilities.

REQUIREMENTS, SKILLS & EXPERIENCE

Essential

- NDIS Worker Screening Check
- Current National Police Check (minimum 3 months valid)
- Current Driver's Licence
- Current Working with Children's Check (Vic and NSW)
- Proven time management skills and the ability to work independently as well as part of a team
- Excellent written and verbal communication skills
- Commitment to inclusive, strengths-based practice and values-driven work
- Comfortable using workplace technology and digital systems
- Flexibility

Desirable

- Experience working in a support role
- Certificate III in Individual Support or equivalent
- Certificate IV in Disability or equivalent
- Good understanding of Person-Centred Active Support principles
- Good knowledge of communication, emotional, physical and behavioural needs of people with disability
- Understanding of positive behaviour support principles
- Victorian Disability Worker Commission (VDWC) Worker Registration

KEY SELECTION CRITERIA

Person-Centred Support

Demonstrated ability to provide high-quality, person-centred support to people with disability, promoting choice, independence, inclusion, and participation in daily life and community activities while working towards achieving individual goals.

Communication and Relationship Building

High level interpersonal, written and verbal communication skills, with the ability to build positive relationships with participants, families, carers, colleagues, and external stakeholders.

Teamwork, Independence and Flexibility

Proven ability to work effectively, both independently and as part of a team, while demonstrating the use of initiative and flexibility within the parameters of the role.

Documentation, Reporting and Technology Skills

Demonstrated ability to maintain accurate and timely documentation, including case notes, incident reports, and NDIS-related records, using a range of digital systems and workplace technology.

Continuous Improvement

Demonstrated commitment to continuous improvement and excellence in service delivery, including participation in training, quality initiatives, reflective practice, and the application of contemporary disability support principles to improve participant outcomes.

ORGANISATIONAL RELATIONSHIPS

- Reports directly to Team Leader, Mentor or Site Supervisor, takes direction regarding the programs and supports.
- Works collaboratively with team members to provide supports to participants.
- Responsible for participant to whom supports are being provided.
- Liaise with specialist staff for additional support to meet participant needs.

ORGANISATION

Company Overview

The Christie Centre Inc. is a highly respected disability service provider based in Mildura, Victoria. Established in 1954, Christie Centre Inc. is a local organisation providing group, individual support and employment services for individuals with disability through various services based on interests and needs with transition pathways for life long personal development.

Company Values

The Christie Centre Inc. is committed to constant service improvement requiring deliberate and sustained effort and a learning culture. The Christie Centre encourages a self-directed team approach, taking responsibility for required actions and following processes is important.

The Christie Centre's mission is to support people to have meaningful lives in their community.

We aspire to grow through efficient delivery of person-centred services that meet the goals and needs of the individual. Our Four Pillars, along with our Vision, Mission & Values are the foundation that underpins and guides our strategic direction:

- **Be a valued and preferred provider**
Cultivate inclusive, flexible and accessible services that are valued and chosen
- **Provide excellence in service and support**
Promote independence, meaningful engagement and inclusion for people with disability, supported by a flexible and value-driven workforce

- **Build on sustainability**

Ensure our organisation is sustainable and offers value for money and opportunities for growth and development

- **Advocate for community engagement**

Engage and listen to people with disability and nurture meaningful lives without boundaries.

Occupational Health and Environmental Safety

At Christie Centre, everyone plays an important role in creating and maintaining a safe, healthy, and supportive workplace.

All Christie Centre employees are expected to:

- Take reasonable care of their own health and safety, and the health and safety of others in the workplace.
- Follow Christie Centre infection prevention and control policies and procedures.
- Use equipment and personal protective equipment provided to support health and safety at work.
- Cooperate with and follow reasonable health and safety instructions from Christie Centre.
- Support Christie Centre in meeting our duty of care, including taking part in hazard identification and workplace inspections when required.
- Comply with all Christie Centre occupational health and safety policies, procedures, and guidelines.
- Ensure that health and safety equipment or processes are used appropriately and not interfered with or misused.

Under Section 21 of the Occupational Health and Safety Act 2004 (Vic), Christie Centre has a responsibility to provide and maintain a working environment that is safe and free from risks to health, so far as is reasonably practicable. This includes taking steps to ensure employees are not placed at risk of injury while carrying out the duties of their role.

To support this commitment, Christie Centre requires that all candidates and employees have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for, or have been accepted into.

If a potential risk is identified and there is a need to better understand an individual's ability to safely perform their role, Christie Centre may, with the consent of the candidate or employee, arrange an independent medical assessment. This process helps to ensure that all staff can work safely and reduces the risk of injury or aggravation of any existing condition.

Christie Centre Inc. is a smoke free workplace

SCOPE

This job description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

AGREEMENT

I acknowledge that I have received a copy of this position description. I have read and understand the requirements of this position. I agree to work in accordance with this position description, the legislative requirements and policies and procedures of the organisation.

Employee Signature

Date

Print Name

CEO/Coordinator Signature

Date

Print Name