

Cosmos Inc

Position Description

Title Disability Support Worker	Classification Level 4
Award Disability Service Providers Award	Immediate Supervisor Team Leader
Employment Status Permanent Full-time	Hours Per Fortnight 76
Area of Employment Community Access – Day Support or CSTDA Recreation	

POSITION CONTEXT

Cosmos Inc is a non-profit community organisation that provides recreation services, day support services and day options to people with disabilities.

Its core business is to provide recreation, leisure and learning opportunities for people with disabilities, to create opportunities for meaningful participation, and to work in ways that promote positive images of people with disabilities.

The primary target group is adults and children with intellectual disability, although the Constitution provides scope for catering to a wider target group.

The organisation has a strong culture of promoting self-determination by people with disabilities through informed choice, providing programs that cater for individual needs whilst promoting inclusion in the wider community, and enhancing the relationship between people with disabilities and the wider community. It is required to deliver services in accord with the Standards contained in *the Disability Services Act (1992)* and to monitor individual client outcomes as well as service delivery more broadly.

Cosmos operates from offices in New Town and Mornington, but most activities and programs are provided at community venues. The organisation is administered from New Town.

The organisation receives government funding for services prescribed in an annually negotiated Service Agreement. Cosmos also received fees for service from individual clients.

Cosmos Values

- Including everyone creates healthy communities
- Valuing all people for their unique contribution
- People grow through being challenged
- Lifelong learning and learning through life
- People have the right to be fully informed, to make their own decisions and to take risks.
- Belonging and self esteem result from opportunities to develop positive social roles.
- Valuing a professional workforce

Function

This position's primary responsibility is that of Key Worker subject to guidance and direction from the Team Leader. Work is predominantly hands-on and other team members utilise this position as a resource.

1. To facilitate clients acquire basic independent living skills by developing and providing appropriate and effective programs designed to enable clients to reach their maximum potential and enhance their quality of life through training and community integration.
2. To review the effectiveness of training programs.
3. To provide physical, emotional and social support to clients.
4. To work within the philosophy of the organisation to enable clients to attain their potential.

Primary Tasks

A. Client Support

1. Implement programs with clients, including programs designed to enhance recreation opportunities, basic living skills, community integration, hygiene and health and provide guidance, assistance and supervision to other team members.
2. Develop programs involving other team members as appropriate to ensure co-ordination of service delivery, subject to instructions and approval.
3. Assess clients progress on programs as part of a team approach to service delivery.
4. Provide assistance, encouragement and support to clients in their pursuit of leisure opportunities, social and emotional support.
5. Accompany clients in a range of activities and programs to facilitate maximum physical and social integration into community life.
6. Participate in development of goals and strategies with clients as part of a team approach to service delivery.
7. Administer and monitor prescribed medication in accordance with established policies and procedures.
8. Implement individual program plans.
9. Counsel staff and clients.

10. Maintain reports of individual clients and their programs.
11. Participate with Manager and/or Level 5 in the development of long term goals with clients.
12. Provide training to team members.
13. Provide transport for clients as required.
14. Perform such other duties as are allocated from time to time.

B. Organisational

1. Monitor clients at all times and be aware of where they are and what they are doing.
2. Organise time and work load to maximise productivity and client outcomes in the time available.
3. Use all appropriate equipment and supplies to complete duties properly and economically to minimise wastage and/or misuse.
4. Assist in co-ordination of staff and activities with clients.
5. Allocate activities to team members.
6. Organise activities with external service providers.

C. Safety

1. Report and document incidents in accordance with the policies of the organisation.
2. Implement correct fire safety procedures.
3. Ensure personal and other team members work practices comply with the organisation's Occupational Health and Safety Policies and Procedures.
4. Act appropriately to unacceptable client behaviour and defuse potentially volatile situations.

D. Communication

1. Monitor clients general physical and psychological state and report changes according to organisational policies.
2. Act as advocate for clients, their families, recreational providers, community, government departments and external service providers.
3. Maintain confidentiality of clients, their families, the organisation and incidents.
4. Display respect, empathy, understanding and patience towards clients and their families at all times.
5. Communicate appropriately with clients and encourage an awareness of their rights in decision making.
6. Interact and communicate with other direct care team members in the interests of clients and of achieving a consistent approach to service provision.
7. Maintain a record of significant daily events concerning individual clients, as appropriate in personal files.
8. Liaise with external service providers such as medical practitioners, community and government services and case managers.
9. Provide written and verbal reports to Manager and/or Director as requested.

E. Financial

1. Correctly utilise program, activity and client monies and maintain receipts and records according to established policies and procedures.

F. Professional

1. Adopt the philosophy of the organisation, work for its achievement and work towards a standard of excellence.
2. Ensure continued participation in own self development.
3. Attend and positively contribute at weekly staff meetings, training sessions and client meetings.
4. Support and undertake the implementation of the service standards of the Department of Community and Health Services.
5. Promote a positive image of the organisation.

Level of Responsibility

1. Be accountable for the standard and training delivered to clients, including that of other team members.
2. Support and implement policies and procedures of the organisation.
3. Monitor and report changes in clients wellbeing and incidents.
4. Maintain client, family and organisation confidentiality.
5. Ensure a safe and clean environment for clients and other staff.
6. Develop, implement, modify and evaluate training programs.
7. Facilitate development of clients basic life skills and foster community integration.
8. Be accountable for correct expenditure and maintenance of records for expenditure of petty cash, program and client funds.
9. Act appropriately at all times and be a role model for clients and other team members.
10. Supervise team members.
11. Ensure correct and complete administration of medication.
12. Involve other team members to ensure co-ordination of service delivery.

Performance Appraisal

A twelve month performance appraisal is conducted for all staff, based on position description. All staff shall participate in self evaluation to promote quality service provision and professional growth.

Direction/Supervision

This position reports directly to the Team Leader and the Manager and ultimately to the Director.

As part of the direct service team the position will operate individually according to established practices and procedures, subject to general supervision, discretion and judgement should be exercised in allocation of activities, program delivery and day to day decisions affecting clients subject to instructions and guidelines.

Selection Criteria

Knowledge and skills:

An employee at this level is required to:-

- Develop basic programs for clients in life skills, recreational, social integration and personal hygiene;
- Demonstrate empathy and understanding of issues related to people with disabilities;
- Possess well developed interpersonal skill;
- Understand the State Disability Standards as they affect service delivery;
- Display effective communication skills, both written and verbal;
- Understand and implement Community Integration Project (Inclusion), including the impact on clients, their families, staff and the community;
- Use initiative and remain calm and control emergency situations and crises. Be able to manage stress and assist other team members in managing stress;
- Demonstrate the positive approach to the rights of people with disabilities;
- Relate to and advocate to families, external service providers;
- Correctly implement programs for people with disabilities;
- Train other team members.

Qualifications

Essential

- (i) Physically healthy.
- (ii) Two years experience in disability services.
- (iii) Senior First Aid Certificate (or ability to obtain within three months of employment)

Desirable

- (i) Formal qualifications in developmental disability or related services field.

I acknowledge that I have read and understood this position description and I accept that it accurately reflects my position, duties, level and responsibilities.

Employee Name: _____

Date: ___/___/___

Signature: _____