

Title: Residential Disability Support Worker
Position Based In: Bendigo, Echuca or Macedon Region (TBA) Tenure: Casual

1. The Role

Golden City Support Services is a community for purpose organisation that provides a range of services to people with disabilities, to people recovering from mental illness and to carers of people living with dementia and other age related conditions.

GCSS began in 1979 to enable people with disabilities to live in and be part of their own communities, in residential neighbourhoods, in a home similar to other people, with the opportunity to develop their own independence, personal ambitions, personal relationships and abilities.

Our primary mission is to **‘Enhance the Quality of Life of the People we Support’**.

The Residential Disability Support Worker undertakes the support of people through the application of the Golden City Support Service “Bases of Support”; Communication, Choice and Control, Positive and Respectful Language, Predictability and Consistency and Engagement.

2. Role Specific Responsibilities

- The Residential Disability Support Worker position is responsible to the relevant Practice Leader
- The Residential Disability Support Worker will be expected at the completion of entry level grade 1 to -
 - Prioritise work within established routines, methods and procedures; in addition, may be required to assist coordinators and others with specific projects.
 - Be responsible for work performed with a limited level of accountability or discretion.
 - Work effectively under limited supervision, either individually or in a team
 - Have sound communication, literacy and numeracy skills
- The Residential Disability Support Worker will be expected at grade 3 to be able to -
 - Prioritise work and exercise discretion within established policies, guidelines and procedures
 - Be responsible for work performed with a medium level of accountability
 - Work effectively under limited supervision, either individually or in a team

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| DHS Standard 8.10 | ISO 9001 6.2.2 | Community Care Common Standard 1.7 | National Standards for Mental Health 8.6 |

- Have well developed communication, interpersonal, literacy and numeracy skills
- The Residential Disability Support Worker will be expected at grade 4 to be able to -
 - Function semi-autonomously, and prioritise own work within established policies, guidelines and procedures
 - Be responsible for work performed with a substantial level of accountability
 - Work effectively either individually or in a team
 - Have well developed communication, interpersonal, literacy and numeracy skills
- The Residential Disability Support Worker will also be expected to -
 - Participate in training and professional development
 - Perform other duties as directed, commensurate with the skills and expectations of the role
 - Adhere to the General Workplace Requirements as defined in section 4 of this position description.

3. The Person

- To be considered for this position, you will be able to demonstrate you have the ability to become practically competent in the application of the GCSS Five Bases of Support which are –
 - Total communication
 - Choice & control
 - Engagement
 - Predictability & consistency
 - Positive & respectful language
- You will also need to demonstrate –
 - The ability to work to direction both independently and as part of a team.
 - A commitment to the human rights of a person with a disability
 - The willingness to contribute to the implementation of support plans for those you support under the direction of your coordinator and as part of your work team
 - The ability to contribute to the continued improvement of quality of service to those we support through active engagement and contributions at team meetings
 - A clear and strong understanding of privacy legislation and requirements, the GCSS Code of Conduct and the requirements of Duty of Care

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| DHS Standard 8.10 | ISO 9001 6.2.2 | Community Care Common Standard 1.7 | National Standards for Mental Health 8.6 |

4. General Workplace Requirements

All GCSS employees must commit to the following requirements as a condition of their employment at GCSS:

- Follow the published policies and procedures of Golden City Support Services
- Operate in an ethical manner in accordance with relevant standards, values and policies that are prescribed by Golden City Support Services including the Golden City Support Services Code of Conduct
- Comply with the laws of Victoria and the Commonwealth of Australia and other jurisdictions as may be relevant
- Follow the Golden City Support Services Occupational Health and Safety policies and procedures and operate according to the prescribed 'safe systems of work'
- Apply the principles and standards outlined in the Golden City Support Services Equal Opportunity, Workplace Bullying, Discrimination, and Sexual Harassment Policies
- Maintain confidentiality in regards to the people receiving support, families, carers, other staff and the business dealings of Golden City Support Services (including GCSS electronic and printed materials)
- Participate in ongoing quality assurance and independent accreditation assessments
- Successfully complete the Golden City Support Services Base Training within the first six months of employment.
- Be assessed as competent in performing the responsibilities of this role as defined in section 2 of this position description within the probationary period.
- Consent to a national police records check which is resubmitted on a cyclical basis (currently every 3 years)
- Hold a current Victorian Driver Licence (or equivalent permit).
- Be legally able to work in Australia according to the relevant laws of the Commonwealth of Australia

5. Selection Criteria

5.1 Position Specific Criteria

- Demonstrate an ability to develop skills to be able to apply the GCSS Five Bases of Support, developing over time from verbal competency to practice competency
 - Communication
 - Choice & Control
 - Engagement
 - Predictability & Consistency
 - Positive & Respectful Language

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| DHS Standard 8.10 | ISO 9001 6.2.2 | Community Care Common Standard 1.7 | National Standards for Mental Health 8.6 |

- Ability to work independently and as part of a team
- Demonstrate some of the considerations and approaches needed when working independently as a staff member on shift either in a group home or out in the community
- Demonstrate some of the considerations and approaches needed when working as part of a team either on shift, in team meetings or on specific projects
- A strong understanding of the human rights of a person with a disability
- Demonstrate an understanding of the importance of privacy and confidentiality when supporting a person with a disability
- Provide an understanding of what self-determination means for a person with a disability
- Provide an understanding of the importance of a person with disability having opportunity and choice to be engaged in a community of choice and demonstrate an understanding of what community is
- A clear understanding that the individual support needs of a person with a disability vary and change over time and whilst continuing to support within the practice framework, there is a need to engage with a range of stakeholders such as the coordinator, workgroup and practice coaches, to ensure the best outcomes for people being supported
- Demonstrate an understanding of the importance of completing continuation notes, medication records, incident reports and the like
- Understand the importance of the willingness to report up to the coordinator as the need arises
- Be able to discuss, explore and contribute within a team setting and with practice coaching staff, ways of improving the quality of life outcomes for those we support

5.2 Core Criteria

- Upholding Professionalism
 - Upholds ethics and values.
 - Demonstrates integrity.
 - Demonstrates a tolerance for diverse views, values, ethnicity and backgrounds in relation to colleagues, the people we support and their families.
 - Considers professional boundaries in interactions with people we support and families and other stakeholders (i.e. no inappropriate disclosure).
 - Is committed to the safety and welfare of those we support and other stakeholders.
 - Empathises appropriately with those we support and families.
 - Ensures performance milestones are met against deadlines.
- Communication
 - Speaks clearly and fluently (using respectful language).
 - Expresses opinions, information and key points of an argument clearly.
 - Structures information to meet the needs and understanding of the intended audience.
 - Follows written instructions with ease.
 - Writes clearly, succinctly and fluently.
 - Uses correct spelling and grammar.

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| DHS Standard 8.10 | ISO 9001 6.2.2 | Community Care Common Standard 1.7 | National Standards for Mental Health 8.6 |

- Working Cooperatively and Collaboratively.
 - Listens to and persuades others; builds consensus and rapport.
 - Obtains cooperation from others to gain information and accomplish goals.
 - Focuses on the desired objectives and ensures negotiations remain on track.
 - Anticipates the positions of other stakeholders and is aware of the extent of potential for compromise.
 - Seeks regular opportunities to receive and provide feedback.

- Demonstrating Resilience.
 - Works productively in a challenging and changing environment.
 - Keeps emotions under control during difficult situations.
 - Balances the demands of work life and personal life.
 - Maintains a positive outlook at work.
 - Open to feedback and learns from it.
 - Refocuses effectively following setbacks and challenges.
 - Responds appropriately in challenging situations.

6. Other Relevant Information

- The salary for this position is prescribed in the Golden City Support Services Residential/Support Services Agreement 2009.

- A person appointed as a Residential Disability Support with no relevant industry experience (in the immediate past 3 years) and no relevant qualifications will commence at Grade 1, and be provided with appropriate orientation and induction to the position, then progress to Grade 2 after either 12 months full time experience or 1976 hours of part time or casual experience. If a person already meets the Grade 1 criteria then the Residential Disability Support Worker shall be appointed to Grade 2. Except for casual workers a Residential Disability Support Worker who has an accredited relevant (as identified by GCSS) Certificate 3 will be appointed to Grade 3. A Residential Disability Support Worker who has an accredited relevant (as identified by GCSS) certificate 4 will be appointed to Grade 4.

- It is a condition of your employment to this position that your employment with GCSS will be subject to the operation of the Disability Worker Exclusion Scheme (DWES), as amended from time to time, which is maintained by the Department of Health and Human Services (DHHS). This means that you consent to GCSS and DHHS collecting your personal information and sensitive personal information, including about your criminal and employment history, for the purposes of compiling the Disability Worker Exclusion List (list) maintained by DHHS and that both your conduct as an employee with GCSS, and your conduct outside of your employment with GCSS, could result in you being placed on the list and could jeopardise your ability to work or gain work as a disability support worker directly provided or funded

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| DHS Standard 8.10 | ISO 9001 6.2.2 | Community Care Common Standard 1.7 | National Standards for Mental Health 8.6 |

by DHHS. Pre-employment you will be required to complete a Statutory Declaration related disclosable matters as required under the DWES and sign a an acknowledgement of your understanding of the operation of the DWES for this position.

- Designated work group meetings (team meetings) are rostered and paid meetings for support staff. Unless there is explicate agreement and arrangements made for not attending team meetings; it is expected staff attend team meetings; which will be rostered and paid work. If you are absent from work and cannot attend a specific team meeting then there is a minimum requirement to read and sign off as having read the meeting minutes on your next rostered shift and provide any feedback from those minutes to the practice leader or health and safety representative.
- The position is based in Bendigo, Echuca or Macedon Region (TBA), Victoria
- Acceptance of the position is conditional on the signing of an employment contract. For ongoing positions there is a 6 month probationary period
- Golden City Support Services (including all outside areas) is a smoke free environment

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| DHS Standard 8.10 | ISO 9001 6.2.2 | Community Care Common Standard 1.7 | National Standards for Mental Health 8.6 |