

Disability Support Worker



Position description

Responsible to:	Team Leader
Division:	Social Inclusion
Status:	Casual

Organisation overview

Formed in 1992 following the amalgamation of three smaller community employment organisations, and then expanded with the merger of Continuing Education Bendigo in 2014 and Our Shed in 2015, Access Australia Group (AAG) has grown to what is today a large and diverse not-for-profit, community-based organisation. AAG is a registered public benevolent institution. As an internationally accredited organisation, the continuing focus of operations is to provide superior customer service and be an employer of choice. AAG operates five key divisions undertaking a range of operations:

- **Employment Services**
- **Registered Training Organisation, Access Skills Training**
- **Social Enterprises including PepperGreen Farm and PepperGreen Farm Catering**
- **Social Inclusion including Access Creative Studios**
- **Corporate Services.**

Board of Directors

A board of voluntary directors governs AAG. Each member of the Board of Directors (Board) contributes a particular expertise to AAG in its mission of providing opportunities for people. All directors work in conjunction with the Chief Executive Officer (CEO), who has overall responsibility for implementing the policy and strategic direction of the Board.

Mission

To enable people with disadvantage or disability to enhance their life outcomes through open employment, training and other opportunities

Values

- **Quality Service and Best Practice**
We work with passion and commitment to continuously improve our performance.
- **Diversity**
We value and support diversity, believing that every person has a right to be involved in their community
- **Accountability**
We empower individuals to take responsibility for their actions
- **Innovation**
We embrace a dynamic, creative and flexible environment
- **Collaboration**
We seek value through internal and external partnerships

Division Information

Social Inclusion aims to assist people experiencing disability and disadvantage achieve their aspirations and goals through community programs and vocational pathways that promote social inclusion, build confidence and develop skills.

The Social Inclusion Division operates across three sites (Hall Street Eaglehawk, Lancewood and PepperGreen Farm) as well as community-based activities, providing customer service either individually or in groups. We provide a wide range of activities 5 days each week, various evenings, and occasional weekends.

Responsibilities and duties: Disability Support Worker

Major Function and Purpose

The overriding emphasis of the Disability Support Worker is excellent customer service, while providing direct care assistance to participants. The core objective is to provide individuals with high quality support that enables people with disability to enhance their life outcomes through social and community participation.

Client Services

- Assist in the development and implementation of an individual's support plan and activity programs under limited supervision either individually or as part of a team
- Provide a wide range of personal care services to people with disability.
- Provide encouragement, training, assistance and supervision to individuals or group in their chosen recreation and leisure activities.
- Ensure your focus is on the customer and accompany individuals, when required, in a range of activities to promote maximum physical and social integration into community life.
- Administer and monitor prescribed medication in accordance with established policies and guidelines.
- Monitor individual's general physical and psychological state and report changes to the team leader or manager on site as appropriate.

Compliance and Documentation

- Report and document incidents in accordance with the policies of the organisation.
- Maintain confidentiality of customers, their families, the organisation and incidents.
- Support and implement the Human Services standards from the Department of Health and Human Services.
- Ensure that all NDIS supports that are provided are documented in AAG's systems in a timely manner.

Health and Safety in the Workplace

Staff employed by AAG are expected to participate in Occupational Health and Safety (OHS) by:

- Adhering to AAG's policies and procedures in relation to OHS.
- Taking reasonable care to ensure that your own health and safety along with that of others is abided to as per the *OHS Act 2004*.
- Participating in the development of a safe and healthy workplace and adhering to safe work practices.
- Reporting any injuries, hazards or illnesses where practical, immediately to your supervisor or OHS representative.

- Not placing others at risk by any act or omission and not wilfully or recklessly interfering with safety equipment.

Disability Worker Exclusion Scheme Check

As per the *Disability Act 2006*, staff of AAG are required to partake in a screening check against a Disability Worker Exclusion List which is operated by the Department of Health and Human Services before commencing employment. This check is designed to protect the safety and wellbeing of clients living with a disability and to exclude people who pose a threat from working in the disability service. Staff will have their status checked via submission of consent form to AAG along with a copy of current photo ID.

Working with Children Check (WWCC)

Under the *Child Wellbeing and Safety Act 2005*, AAG is mandated by the Department of Health and Human Services to be compliant with the child safe standards that:

- Promotes the safety of children
- Prevents child abuse
- Ensures effective processes are in place to respond to and report allegations of child abuse
- Encourages children to “have a say”, especially on issues that are important to them or about decisions that affect their lives.

As an element of these standards is safety screening, all staff of AAG are required to hold an employee Victorian Working with Children Check card or a current Victorian Institute of Teaching (VIT) registration card.

Police Check

All AAG staff are required to undertake a police check prior to commencing employment. If an employee can produce evidence of a police check that is not more than 3 months old, they will not be required to undertake another check.

Probationary Period

The probationary period for staff employed by AAG is 6 months. During this time, AAG or the employee can terminate employment for any reason. The purpose of this probationary period is for both parties to decide whether the employee is suitable for the position and / or the organisation.

Casual Conversion

A casual employee who has in the preceding period of 12 months worked a pattern of hours on an ongoing basis which, without significant adjustment which could continue to be performed as a full-time or part-time employee, can make a request in writing to AAG to be converted.

AAG is required to respond in writing within 21 days of receiving the request whether it is agreed or refused based on “reasonable grounds.”

Reasonable grounds for refusal include:

- it would require a significant adjustment to the casual employee’s hours of work in order for the employee to be engaged as a full-time or part-time employee in accordance with the provisions of this award –that is, the casual employee is not truly a regular casual employee

- it is known or reasonably foreseeable that the regular casual employee’s position will cease to exist within the next 12 months
- it is known or reasonably foreseeable that the hours of work which the regular casual employee is required to perform will be significantly reduced in the next 12 months; or
- it is known or reasonably foreseeable that there will be a significant change in the days and/or times at which the employee’s hours of work are required to be performed in the next 12 months which cannot be accommodated within the days and/or hours during which the employee is available to work.

For any ground of refusal to be reasonable, it must be based on facts which are known or reasonably foreseeable.

Once a casual employee has converted to full-time or part-time employment, the employee may only revert to casual employment with the written agreement of AAG.

A casual employee must not be engaged and re-engaged (which includes a refusal to re-engage), or have their hours reduced or varied, in order to avoid any right or obligation.

A regular casual employee is not obliged to convert to full-time or part-time employment, nor is AAG allowed to require a regular casual employee to convert.

AAG is not required to increase the hours of a regular casual employee seeking conversion to full-time or part-time employment.

Equal Opportunity

AAG is committed to providing an environment that is free of discrimination. All staff are entitled to access employment, promotion, training, transfers, and benefits on the basis of merit and will be assessed on the basis of their skills, qualifications, abilities, prior work performance and aptitudes.

Inclusion

Access Australia Group strongly encourages Aboriginal, Culturally Diverse community members and people with disability to apply for this position.

Signatures

Name:

Signature:

Date: / /

Chief Executive Officer

Date: / /

Key selection criteria

Essential

- Demonstrated excellence in customer service
- Demonstrated experience, skills and ability to assist people with disabilities to achieve their aspirations and goals.
- Experience supporting individuals with behaviours of concern
- Excellent interpersonal and communication skills
- Level II First Aid Certificate (including current CPR)

Desirable

- Epilepsy training
- Experience working with people with disability

Successful applicants will be subject to a Police Check, Working with Children's Check, a Disability Workers Exclusion List check and an Employment History Check

Applicants must address the key selection criteria in their application

Salary and conditions of employment

AAG developed an Enterprise Agreement, which took effect in 2016 and governs employment and related conditions.

Pay Range: Class 1 Band 2 \$39,146 to Band 10 \$46,993 pro-rata, plus superannuation and leave loading, commensurate with skills, experience and qualification. Your hourly rate will include a loading of 25% which is to compensate in lieu of receiving entitlements that casual employees are not entitled to under the NES, such as personal or annual leave.

Application submission

Address applications to: Access Australia Group - ACS PO Box 276 Bendigo VIC 3552	Or deliver in person to: 18-20 St Andrews Avenue Bendigo VIC 3550 Or via email to: info@aag.org.au
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Applicants may visit the AAG web site at: www.aag.org.au

Access Australia Group operates under an Equal Opportunity Policy and Occupational Health and Safety Policy and in accordance with current legislation. We encourage people from different backgrounds to apply for positions within our business, including Aboriginal and Torres Strait Islander peoples, people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disabilities.