

DISABILITY SUPPORT WORKER



Position Description

Responsible To:	Manager - Social Inclusion
Division:	Social Inclusion
Location:	Eaglehawk - the position may be required to work from any AAG site as negotiated
Status:	Casual
Working Days:	As Required (Monday to Friday)
Working Hours:	As Required
Award:	Access Australia Group Limited Enterprise Agreement
Classification:	Class 1 Band 1 to 10 or Class 2 Band 1 to 9 commensurate with skills, experience and qualifications (\$38,568 to \$57,540 plus either leave loading or casual loading and superannuation) <i>All applicants are encouraged to obtain their own independent financial advice.</i>

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, PepperGreen Farm Catering and Access Employment Enterprises
- 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.

Vision

Employment for people living with disability or disadvantage.

Purpose

Provide meaningful participation, training and employment opportunities for people living with disability or disadvantage.

The Values that inform our behaviours:

Inclusive	Integrity	Respect
<ul style="list-style-type: none">• Non-discriminatory• Ability focussed• Fair• Open minded	<ul style="list-style-type: none">• Accountable• Honest• Transparent• Doing what we say• Relevant	<ul style="list-style-type: none">• Good at listening• Supportive• Compassionate• Dignified• Inspiring

The Foundations that underpin our work

- Client Focus
- Financial Sustainability
- Innovation and response to change
- Partnerships and collaboration
- Quality, safety and compliance

Strategic Environment

By 2025, AAG will achieve:

1. 30% of our clients are in open employment and 70% are on a pathway towards open employment
2. Our clients are accepted and included across their communities
3. Access Australia Group is a
 - Provider of Choice
 - Employer of Choice
 - Partner of Choice
4. Our products and services are replicable across Australia

We will achieve this by focusing on the following four strategic areas:

- Client Journey and Pathways
- Culture and Competency
- Leadership and Influence
- Planning and Evidence

Division Information

Access Creative Studios

Access Creative Studios is a social inclusion division of AAG to assist people to live their life according to their goals and aspirations through National Disability Insurance Scheme (NDIS) programs tailored to personalised needs. Individuals are supported to strive for higher levels of self-reliance and continual improvement in a fun learning environment.

Responsibilities and duties:

Major Purpose

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

Main Function

- 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.
- Ensure all interactions with clients are properly case noted in accordance with legislative requirements.
- 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.
- Monitor individual's general physical and psychological state and report changes to the team leader or manager on site as appropriate.
- Report and document incidents in accordance with the policies of the organisation.
- Maintain confidentiality of customers, their families, the organisation and incidents.
- Ensure compliance with the NDIS Quality and Safeguards requirements
- Ensure that all NDIS supports that are provided are documented in AAG's systems in a timely manner.
- Actively contribute to the development of a culture consistent with the values of AAG.
- Be proactive in risk identification, notification and management.
- Contribute to continuous quality and service delivery improvement through the organisation.

Health and Safety in the Workplace

Staff employed by AAG are expected to participate in Workplace Health and Safety (WHS) by:

- Adhering to AAG's policies and procedures in relation to WHS.
- Taking reasonable care to ensure that your own health and safety, along with that of others, abide by the Occupational Health and Safety Act 2004.
- Participating in the development of a safe and healthy workplace and adhering to safe work practices.
- Immediately reporting any injuries, hazards or illnesses where practical.
- Not placing others at risk by any act or omission and not wilfully or recklessly interfering with safety equipment.

National Disability Insurance Scheme (NDIS) Worker Screening Check

The National Disability Insurance Scheme Worker Screening Check (NDIS Check) is an Australian-wide safety check and is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability.

Workers are required to complete the NDIS Check before commencing employment and must nominate AAG as the employer.

Victoria has a "no clearance, no start" approach to the NDIS Check.

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.

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

NDIS Worker Orientation Module

All AAG staff are required to complete the NDIS Worker Orientation Module ‘Quality, Safety and You’. This will assist workers to better support people with disability and it will help workers understand:

- What the NDIS is and why we need it
- The role of the NDIS Quality and Safeguards Commission
- The worker’s responsibilities under the NDIS Code of Conduct
- The worker’s role in supporting people with disability to achieve the vision of the NDIS.

Probationary Period

The probationary period for staff employed by AAG is six 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.

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 based on merit and will be assessed on the basis of their skills, qualifications, abilities, prior work performance and aptitudes.

Inclusion

Access Australia Group is committed to equitable treatment and the elimination of discrimination through mutual respect. AAG is an inclusive and culturally diverse workplace who treat all with dignity and fairness by empowering access to opportunity, addressing structural inequalities and tackling unconscious bias.

Key Selection Criteria

Essential

1. Demonstrated experience, skills and ability to assist people with disabilities to achieve their aspirations and goals.
2. Excellent customer service skills.
3. Experience supporting individuals with behaviours of concern.
4. Excellent interpersonal, verbal and written communication skills.
5. An understanding of the National Disability Insurance Scheme.
6. A current Level II First Aid Certificate.

7. A current cardiopulmonary resuscitation (CPR) qualification.
8. Demonstrated commitment, alignment and role modelling of AAG's values.

Desirable

1. Certificate III in Disability, Individual Support, Welfare or equivalent.
2. Epilepsy training.
3. Experience working with people with disability.

Signatures

Staff Member Name	
Staff Member Signature	
Date	
Chief Executive Officer	
Chief Executive Officer Signature	
Date	