

SOUTH BURNETT CTC INC POSITION DESCRIPTION

DISABILITY SUPPORT WORKER – CASUAL/PART TIME CROSB AND OTHER RELATED PROGRAMS
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Position Type	Casual/Part Time. Day Work and Shift Work – contributing to a 24 hour, 7 day per week roster system including sleepovers. Shifts include afternoon, night and public holidays.
Program Coverage	Community Respite Options South Burnett (CROSB) and other related programs
Location	Office: 6 Cornish Street, Kingaroy Catchment area: South Burnett
Reports To	CROSB Team Leader (Client Services)/Service Manager
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). DSW (Qld) Award Transitional Pay Equity Order (TPEO) Social and Community Services Employee Levels 1 and 2 (Disability Support Worker Levels 1, 2 and 3) http://www.fwa.gov.au/index.cfm?pagename=awardsfind

Background

South Burnett CTC Inc (CTC) is funded by the Department of Communities, Child Safety and Disability Services (the Department) and other funding bodies from time to time to provide services to meet the respite and family support needs of people with a disability living in the South Burnett region. CTC also holds a Certificate of Registration with the National Disability Insurance Agency to provide a comprehensive suite of supports under the NDIS.

Casual/part time Disability Support Workers contribute to a 7 day/24 hour roster system and work across a range of environments in accordance with individualised client support plans.

Casual Support Workers:-

- form a pool of back up staff
- may be called at short notice and requested to fill shifts where a rostered worker takes unscheduled leave and/or in unforeseen peak times of service needs/emergencies
- may not be consistently rostered for regular core hours but may tentatively be rostered each fortnight according to projections of service delivery requirements. As service requirements can quickly fluctuate depending on the number of and needs of clients and unscheduled leave of rostered workers, a roster may be altered with the possibility of Casual Support Workers hours reducing or increasing in response to the demands of the service
- hours may be irregular, ranging from very limited hours up to 38 hours per week. Minimum hours for shifts will be as award conditions (currently a minimum of 2 consecutive hours).

Part Time Support Workers:-

- have an agreed core number of rostered hours
- may be rostered to do additional hours to meet service needs/in times of emergency

On Call:-

- Support Workers classified at or over Level 2.2 of the SCHCADS Award (Level 3 of the DSW TPEO) may be required to participate on the on call roster.

SOUTH BURNETT CTC INC POSITION DESCRIPTION

All Support Workers:-

- must maintain a driver's licence without suspension and be transparent in reporting any past or future driving/traffic infringement notices that may impact on their suitability to transport clients.
- must be transparent in declaring to the Team Leader (Client Services) or the Human Resources Manager if they are or become employed by another organisation so a Fatigue Management Risk Assessment can be conducted to identify and mitigate any level of risk while they are working for more than one employer

Requirements

- Ability to provide confidential and empowering support services to people with a disability across a range of environments and in strict accordance with individualised client support plans
- Experience in case management and/or compiling case notes
- A reliable, registered private vehicle, covered by comprehensive insurance, suitable for transporting clients and/or client visits
- Availability and willingness to work flexibly to contribute at short notice to a 24 hour, 7 day per week roster system
- Ability to respond in a culturally sensitive way to service users and community need
- Appropriate interpersonal, written, problem solving and conflict resolution skills
- Time management and IT competency to ensure all requirements of the position can be met within relevant timeframes
- Demonstrated understanding of personal and professional boundaries
- Working with Children Blue Card and Department of Communities, Child Safety and Disability Services Criminal History Check (Yellow Card) or ability to acquire
- Ability to meet and maintain any other current or future legislative benchmark requirements
- Current First Aid and CPR certificates or ability to acquire before commencing

Duty Statement as a Support Worker with CROSB

Ensure you:-

• have a comprehensive understanding of CROSB and other service policies and procedures and overarching CTC policies and procedures
• have an understanding of the Disability Services Act
• have an understanding of the Human Services Quality Framework, the National Standards for Disability Services and the NDIS
• have knowledge of workplace health and safety requirements relevant to the work performed

Service Delivery:-

• provide client focused support, including in-home, out of home, overnight, emergency and holiday periods as required
• provide support in accordance with each client's individual support plan which may include community access, social engagement, learning and skills development, assistance with personal hygiene, dressing, toileting, showering and grooming, preparation of fresh, nutritious meals/special diets, mentoring clients to do house-hold domestic routines including cleaning and laundry
• perform duties with respect and consideration for clients' dignity, confidentiality and privacy at all times
• enter client notes for every shift performed within the expected timeframe
• report on individualised client support plans in a consistent manner across the team

SOUTH BURNETT CTC INC POSITION DESCRIPTION

• perform risk assessments as required
• report all incidents in accordance with relevant CTC policies and procedures
• work according to rosters whilst maintaining the flexibility to respond to emergency situations
• gain approval from the Team Leader (Client Services) before continuing/commencing a shift which will incur penalties rates or allowances outside of what has been rostered
• report any complaint in relation to quality of service provision to the Team Leader (Client Services) to address and record appropriately
• receive ongoing support, supervision and mentoring by attending internal and external supervision as required
• attend staff meetings
• provide input for recommendations on best practice and continuous improvement
• monitor and respond to emails
• report any damage/repairs to infrastructure (eg. buildings, grounds maintenance, vehicles, furniture, IT equipment and other resources) to the Team Leader (Client Services) in a timely manner

Duty Statement as an Employee of CTC

- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
- Integrate with other programs and the ethos of CTC
- Be an effective member of the CROSB team and other CTC teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to licencing/certification/contractual requirements. As part of CROSB team, have knowledge and understanding of other CTC services and contribute to the success of the organisation in its entirety.

Performance Measures

- Quarterly support and supervision with the Team Leader (Client Services) or delegate
- Performance will be formally reviewed within the initial 6 month period and at least annually thereafter according to the details of this or any revised position descriptions

**SOUTH BURNETT CTC INC
POSITION DESCRIPTION**

Confirmation

By signing below I mutually agree:-

- As currently outlined in Clause 25.1(b) of the SCHCADS Award, ordinary hours in clause 25.1(a) of the award will be worked up to 10 hours per shift.
- As currently outlined in Clause 25.4(b) of the SCHCADS Award, the end of a shift and the commencement of a shift contiguous with the start of a sleepover or a shift commencing after the end of a shift contiguous with a sleepover may not be less than 8 hours.

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed duties are to be arranged with my supervisor in line with the requirements of the organisation and broadly consistent with the role

Employee Name..... **Signature**..... **Date** / /