

SOUTH BURNETT CTC INC POSITION DESCRIPTION

DISABILITY SUPPORT WORKER – CASUAL/PART TIME CTC DISABILITY SERVICES

Position Type	Casual/Part Time. Day Work and Shift Work – contributing to a 24 hour, 7 days per week roster system including sleepovers. Shifts include afternoon, night and public holidays
Program Coverage	CTC Disability Services
Location	Office: 6 Cornish Street, Kingaroy Catchment area: South Burnett
Reports To	CTC Disability Services Team Leaders (Participant 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) https://www.fairwork.gov.au/awards-and-agreements/awards/find-my-award

Background

South Burnett CTC Inc (CTC) holds a Certificate of Registration with the NDIS Quality and Safeguards Commission (and also offers a Fee for Service system if requested) to provide a comprehensive suite of supports to people with a disability across the South Burnett.

CTC Disability Services casual/part time Disability Support Workers contribute to a 7 day/24 hour roster system providing quality support to meet the goals outlined in NDIS Participant Plans/Fee for Service 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 participants 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.

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Requirements for the Position

<ul style="list-style-type: none"> • An understanding of the Disability Sector and the ability to provide quality support to meet the goals outlined in Participant Plans
<ul style="list-style-type: none"> • Ability to interact with participants and their family/carers in a sensitive/cultural appropriate manner
<ul style="list-style-type: none"> • Demonstrated understanding of personal and professional boundaries in the Disability Sector
<ul style="list-style-type: none"> • Experience in computer/mobile phone technology is required for roster management/posting shifts, claiming approved vehicle mileage and compiling case notes to an industry standard
<ul style="list-style-type: none"> • Availability and willingness to work flexibly to contribute at short notice to a 24 hour, 7 day per week roster system
<ul style="list-style-type: none"> • A reliable, registered private vehicle, covered by comprehensive insurance, suitable for transporting participants
<ul style="list-style-type: none"> • Current Queensland Driver's Licence
<ul style="list-style-type: none"> • Working with Children Blue Card and Disability Services Positive Exemption Notice (Yellow) Card or ability to acquire
<ul style="list-style-type: none"> • Current First Aid and CPR certificates or ability to acquire
<ul style="list-style-type: none"> • Ability to meet and maintain any other current or future legislative benchmark requirements

Duty Statement as a Support Worker with CTC Disability Services

Industry Knowledge - ensure you:-

<ul style="list-style-type: none"> • have a sound understanding of the NDIS Quality and Safeguarding Framework and the NDIS Code of Conduct (see attached Summary for Workers)
<ul style="list-style-type: none"> • have a comprehensive understanding of CTC Disability Services policies and procedures and overarching CTC policies and procedures which are accessible via the CTC Intranet
<ul style="list-style-type: none"> • have knowledge of workplace health and safety requirements relevant to the work performed and have read the CTC Staff and Client Safety Policy and Procedure and the Queensland Government's Guide to Working Safely in People's Homes which are accessible via the CTC Intranet
<ul style="list-style-type: none"> • have completed the Worker Orientation Module "Quality, Safety and You" and any other modules as they become available
<ul style="list-style-type: none"> • understand and maintain your personal and professional boundaries at all times https://etraining.communitydoor.org.au/mod/page/view.php?id=56

Service Delivery:-

<ul style="list-style-type: none"> • provide participant focused quality support (in-home, out of home, overnight, emergency and during holiday periods as rostered) to meet a variety of goals as identified by the NDIS including but not limited to community and social participation, skills development, personal care, domestic and grounds maintenance.
<ul style="list-style-type: none"> • monitor and progress goals and objectives as identified in GOMs (Goals and Objectives Management System) and report to a Team Leader if a Support Plan is not current
<ul style="list-style-type: none"> • report all incidents in accordance with CTC's relevant overarching policies and procedures and or in accordance with CTC Disability Service's NDIS Incident Management System. If you identify that an incident could be defined as a 'reportable incident' immediately contact the Service Manager or a Team Leader (https://www.ndiscommission.gov.au/providers/provider-responsibilities/incident-management-and-reportable-incidents)

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<ul style="list-style-type: none"> immediately refer any complaints to the Service Manager or a Team Leader for their action/response as outlined in the CTC Complaints Management and Resolution Policy and Procedure
<ul style="list-style-type: none"> perform risk assessments using Take 5 Booklets as required
<ul style="list-style-type: none"> work according to rosters whilst maintaining the flexibility to respond to emergency situations
<ul style="list-style-type: none"> gain approval from the Team Leader/Service Manager before continuing/commencing a shift which will incur penalties rates or allowances outside of what has been rostered
<ul style="list-style-type: none"> provide input for recommendations on best practice and continuous improvement

Maintain Positive Relationships with other Support Workers

<ul style="list-style-type: none"> Support Workers are not to critique other Support Worker notes – this is a Team Leader responsibility
<ul style="list-style-type: none"> If a Support Worker observes another Support Worker doing something that they assess may not be in the best interest of a participant or could create an unsafe environment/breaches professional/personal boundaries, they should approach it as an opportunity for continuous improvement and either raise it in a supportive and respectful manner (eg. not accusing/confrontational and not in front of participants/others) with the other worker if appropriate to do so in accordance with CTC policies and procedures and/or feedback facts and context around the issue to a Team Leader to investigate/address and then move on/leave it for the Team Leader/Service Manager/HR to manage

Accountability

<ul style="list-style-type: none"> enter participant notes in GOMs for every shift performed within 24 hours of provision of support
<ul style="list-style-type: none"> confirm/complete shifts electronically in Pocketwatch
<ul style="list-style-type: none"> enter any mileage to be claimed via Pocketwatch and submit a Support Worker Vehicle Mileage Claim form signed by the participant/carer each fortnight
<ul style="list-style-type: none"> return receipts to the office for approved participant purchases or purchase orders within 24 hours
<ul style="list-style-type: none"> proactively participate in communication protocols by monitoring and responding to emails in a timely manner and monitoring the CTC Intranet on a regular basis
<ul style="list-style-type: none"> report any damage/repairs to infrastructure (eg. buildings, grounds maintenance, vehicles, furniture, IT equipment and other resources) to a Team Leader/Service Manager in a timely manner
<ul style="list-style-type: none"> be transparent in reporting any past or future driving/traffic infringement notices that may impact on suitability to transport participants
<ul style="list-style-type: none"> be transparent in declaring to your Service Manager/Team Leader or the Human Resources Manager if you are or become employed by another organisation so a Fatigue Management Risk Assessment can be conducted if necessary to identify and mitigate any level of risk while you are working for more than one employer

Duty Statement as an Employee of CTC

<ul style="list-style-type: none"> Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
<ul style="list-style-type: none"> Integrate with other programs and the ethos of CTC
<ul style="list-style-type: none"> Be an effective member of the Disability Services team and other CTC teams
<ul style="list-style-type: none"> Work independently and as part of a team in compliance with direction from management
<ul style="list-style-type: none"> Attend and actively participate in all team and other relevant meetings and training
<ul style="list-style-type: none"> Assist other staff in their duties

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| <ul style="list-style-type: none">• Assist in maintaining a clean, safe, hygienic and tidy work environment |
| <ul style="list-style-type: none">• 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 |
| <ul style="list-style-type: none">• 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 Disability Services team, have knowledge and understanding of other CTC services and contribute to the success of the organisation in its entirety.

Performance Measures

- 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

Confirmation

I 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

Staff Name..... **Signature**..... **Date** / /

A new NDIS Code of Conduct has been introduced for workers under the National Disability Insurance Scheme to ensure the safety and wellbeing of people with disability.

The Code of Conduct applies to all workers and service providers delivering NDIS supports or services, including employees, contractors and volunteers.

This guide will help you, as a person who works with people with disability, to become familiar with the appropriate and ethical conduct expected under the Code of Conduct.

If you're unsure about any service delivery issue, you should consult your supervisor, your organisation, or talk directly with your client.

Remember, if you see something you think is a breach of protocol or the Code of Conduct, you should tell your supervisor or someone else in the organisation, or let the NDIS Quality and Safeguards Commission know if you can't raise it internally. There are penalties for providers who take any adverse action against workers or other people who report a possible breach of the Code of Conduct.



7

Take all reasonable steps to prevent and respond to sexual misconduct.

People with disability have a right to sexual expression and to develop and maintain sexual relationships. However, they are at an increased risk of all forms of sexual violence and sexual misconduct.

You are expected to adhere to the highest standards of behaviour, by having professional boundaries with people with disability. This includes preventing and responding to any inappropriate behaviour by anyone to a person with disability.

Your NDIS provider should have a guidance policy that distinguishes between inappropriate and appropriate touching and between sexual misconduct and appropriate conversations about sexual support and family planning needs.

You should report any sexual misconduct, unlawful sexual or physical conduct or inappropriate relationships to your NDIS provider, the NDIS Commission and other authorities. You should support people with disability so they feel safe to make a complaint without fear of retribution or loss of services.



More information

A full copy of the **NDIS Code of Conduct Guidance for Workers** is available from the NDIS Quality and Safeguards Commission at www.ndiscommission.gov.au. You can contact the NDIS Commission on 1800 035 544.



NDIS Quality and Safeguards Commission

The NDIS Code of Conduct Summary for workers



The seven elements of the NDIS Code of Conduct

1

Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions

All people with disability have full and equal human rights to make their own decisions, live how they choose and receive the support they need.

Not all adults with disability need or want support in decision-making so you should consult them about who, if anyone, they want to involve in decisions about their service and support. You should involve young people and children in decisions that affect them in ways appropriate to their age, development and communication skills.

People with a disability have a right to question, seek extra information about or refuse any part of their service delivery. The onus is on you to communicate in a way that ensures they understand the information and make their own preferences and concerns known to you.

The Code of Conduct requires you to consider their values and beliefs relating to culture, faith, ethnicity, gender, gender identity, sexuality, age, and disability.

2

Respect the privacy of people with disability

People with disability have the right not to have their personal information disclosed to others without their informed consent — unless mandatory reporting is required.

You should explain to people with disability why and what information is kept about them, who has access to it, and what to do if they believe their privacy is breached.

Privacy goes beyond handling personal information to delivering services in a way that maintains personal dignity. This includes both asking permission to perform and explaining procedures that involve physical touch or invading personal space.

3

Provide supports and services in a safe and competent manner, with care and skill

All workers under the NDIS are expected to have adequate expertise and competence necessary for safe and skilful service delivery. You must have and maintain the required qualifications and skills.

You should decline directions — from an NDIS provider, person with disability or their family or carer — to undertake duties that you are not qualified or trained to deliver. You can make a report to the NDIS Commission if such a direction is made.

You should also comply with your own professional code of conduct and relevant work, health and safety requirements. You should ensure that accurate and timely records are kept about an NDIS participant's service history, medication and support needs. You must never work under the influence of drugs or alcohol.

4

Act with integrity, honesty and transparency

Integrity and honesty are crucial to developing trust between you and people with disability so you must be transparent about your qualifications and any limits on your competencies. You must disclose to your NDIS provider if you have failed a worker screening clearance or been subject to a professional misconduct finding.

People with disability have a right to get information about the comparative cost and effectiveness of treatments and the risks and benefits of service options.

You should declare and avoid any real or perceived conflict of interest in your work.

You should avoid giving, asking for or accepting inducements or gifts that may influence decision-making or service delivery under the NDIS. This includes to and from people with disability, their family or carers, or other service providers. You must avoid unethical practices such as over-servicing and high-pressure sales.

5

Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability

If the safety or the quality of support for people with disability is at risk you should take immediate action to address the reasons why. Ensure the person is safe and consult with them about how they would like to resolve the issue and take action.

It could be as simple as changing the timing of meals or moving a piece of furniture so it's easier to manoeuvre a wheelchair. Or the issue impacting quality or safety could be more complex and may require raising at an organisational level.

It is your responsibility to be familiar with your NDIS provider's systems for complaints and incident management and to follow established procedures. This includes supporting your provider to meet its reportable incidents obligations.

6

Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability

People with disability are at a far greater risk of and are more likely to experience violence, abuse, neglect and exploitation than those without a disability.

You can play an important role in helping to prevent, intervene early and respond to violence, abuse, neglect and exploitation.

If an incident or criminal act does occur, after ensuring the safety of the person affected, you must report it to your supervisor and/or other authorities, including the police where appropriate.

You should work with your NDIS provider to reduce and eliminate restrictive practices. This includes behaviour involving seclusion, chemical, mechanical, physical or environmental restraint.