

POSITION TITLE	DISABILITY SUPPORT WORKER CTC DISABILITY SERVICES
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Position Type	Casual/Part Time. Shift Work - contributing to a 7 day/24 hour roster system, shifts include afternoon/evening/overnight/morning/weekends/sleepovers and public holidays
Program	CTC Disability Services
Location	Office: 6 Cornish Street, Kingaroy
Catchment area	South Burnett
Reports To	CTC Disability Services Team Leaders (Client Support 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 Transitional Pay Equity Order (TPEO) Disability Support Worker Levels 2 and 3 (from a base rate starting at \$25.18 per hour) + salary packaging

Background

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

The Gumnut Place is CTC's Australian Disability Enterprise which incorporates: a wood workshop; commercial kitchen; commercial laundry; trophy, engraving and badge making service and a secure document destruction service. The team includes 20 Supported Employees who are supervised and mentored by support and administration staff to work safely and productively at their assessed capacity (CTC Disability Services – Gumnut Place).

Position Summary

The casual and part time Disability Support Workers predominantly provide services under the NDIS, providing quality support to meet the goals outlined in the NDIS Participant Plans/Fee for Service Plans. However, all CTC Disability Services staff work as one team across both the NDIS and Gumnut Place and contribute to the success of the organisation in its entirety.

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 with demonstrable experience or classified at or over Level 3 of the DSW TPEO may be required to participate on the on call roster

Position Requirements/Screening and Other Pre-Requisites

Qualifications/Industry Experience/Licences

- Qualifications in Individual Support (Disability) desirable but not essential
- An understanding of the Disability Sector and the ability to provide quality support to meet the goals outlined in Participant Plans
- Ability to interact with participants and their family/carers in a sensitive manner
- Queensland Driver's Licence
- First Aid and CPR certificates
- A reliable, registered private vehicle, covered by comprehensive insurance, suitable for transporting clients and/or client visits

Screening

- Working with Children Blue Card
- Disability Services Positive Exemption Notice (Yellow Card) or NDIS Worker Screening Check (from 1 February 2021)
- Ability to meet and maintain any other current or future legislative benchmark requirements

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Time Management and Accountability

- Time management and IT competency to ensure all requirements of the position are met within required timeframes

Availability and Flexibility

- Availability and willingness to work flexibly to contribute at short notice to a 24 hours, 7 day per week roster system
- Flexibility to adjust hours when required to meet the needs of clients

Responsibilities of the Position

A broad outline of the responsibilities of the position includes:

Service Delivery Responsibilities

- Complete the Worker Orientation Module 'Quality, Safety and You; and any other modules as they become available before providing direct care
- 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.
- 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
- Have a sound understanding of the NDIS Quality Safeguarding Framework and the NDIS Code of Conduct (see attached Summary for Workers)
- Have a comprehensive understanding of CTC Disability Services policies and procedures and overarching CTC policies and procedures which are accessible via the CTC Intranet
- 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
- 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
- Perform risk assessments using Take 5 Booklets as required

Administration Responsibilities

- Record participant notes in GOMs for every shift performed within 24 hours of provision of support
- Confirm/complete shifts electronically in PocketWatch
- enter any mileage to be claimed via PocketWatch and submit a Support Worker Vehicle Mileage Claim form signed by the participant/carer each fortnight
- 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>)
- Return receipts to the office for approved participant purchases or purchase orders within 24 hours
- Proactively participate in communication protocols by monitoring and responding to emails in a timely manner and monitoring the CTC Intranet on a regular basis
- 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

Other Responsibilities

- Work according to rosters whilst maintaining the flexibility to respond to emergency situations
- Gain approval from the Team Leader/Service Manager before continuing/commencing a shift which is outside of what has been rostered
- Notify the Team Leader/Service Manager if they leave a shift before the rostered end time
- Provide input for recommendations on best practice and continuous improvement
- Support Workers are not to critique other Support Worker notes – this is a Team Leader responsibility
- 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
- 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
- Be transparent in reporting any past or future driving/traffic infringement notices that may impact on suitability to transport participants
- Demonstrate understanding of personal and professional boundaries in the Disability Sector
<https://etraining.communitydoor.org.au/mod/page/view.php?id=56>

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Disability Services Team as well as all 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 at all times
- 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
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:

- NDIS Practice Standards
- National Standards for Disability Services
- Qld Human Rights Act
- CTC Staff Code of Conduct
- NDIS Code of Conduct Code
- CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews
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- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

Confirmation of Understanding and Agreement with the Position Description
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I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role
- 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

STAFF MEMBER NAME _____

STAFF MEMBER SIGNATURE _____

DATE ____________