



eQuality Support

Position Description

Disability Support Worker

POSITION TITLE:	Disability Support Worker
CLASSIFICATION:	Casual, permanent part-time or full-time
REPORTS TO:	Client Services Officer / Manager
KEY RELATIONSHIPS:	Client/s and their family, Disability Support Workers and Client Services team members
CONTEXT:	<p>eQuality Support is an independent, registered NDIS provider. The company supports people with disability to live in their existing home, or within Specialist Disability Accommodation (SDA).</p> <p>The support provided is long-term and for people with high and/or complex needs. This is a multi-faceted role that requires a collaborative working style and a positive mindset.</p> <p>Building values-based relationships with staff, clients, and key stakeholders is at the heart of eQuality Support's work.</p>
EFFECTIVE DATE:	May 2024
APPROVED BY:	Mark vanHamond, Director, eQuality Support

Position Summary:

Support people to live independently, so they can meaningfully complete their daily routines and activities both inside and outside of home. Actively support clients to identify, access and engage in community and social activities. Support the achievement of long-term goals and take on the duty of care for your client's overall health and wellbeing.

Key Responsibilities:

Person Centred Active Support (PCAS)

1. Develop meaningful and professional relationships with each client and their family, understanding their unique needs, goals, and daily living activities.
2. Use positive reinforcement and behaviour management techniques to support clients to achieve their daily routines and goals.

3. Provide a high level of physical assistance to clients including all aspects of manual handling, lifting, bending, stretching and physical transfer.
4. Provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household duties, and other tasks as required.
5. Provide assistance with daily planning, advocacy, communication and transport as required by the people we support in home and community settings.
6. Assist clients to access and purchase items with their own money in accordance with the eQuality Support Money Handling Policy.

Teamwork and administration

7. Use the electronic tablet device to take detailed shift notes and update calendars, activities of daily living (ADLs) and other notes and documentation as required.
8. Work as a team, with your colleagues, health experts, support services and other people, using appropriate language and creating a safe and comfortable environment.
9. Complete all administrative tasks required to ensure compliance in line with eQuality Support procedures.
10. Ensure timesheets are completed at the start and finish of shifts.
11. Report all incidents, near misses, equipment repair requirements and illnesses to eQuality Support management.

Duty of care

12. Ensure a safe, clean, tidy and hygienic work environment in accordance with Occupational Health and Safety requirements and ensure all exits are clear from obstructions.
 13. Adhere to eQuality Support's core strategies for reducing or eliminating restrictive practices and to uphold the rights of people with disability in line with the UN Convention on the Rights of Persons with Disabilities.
 14. Ensure that eQuality Support complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.
 15. Participate in risk assessments and maintenance of areas, and report safety concerns to eQuality Support.
 16. Identify and address Occupational Health and Safety issues that arise whilst supporting clients in the community.
 17. Demonstrate and participate in evacuation procedures.
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Key Capabilities:

Knowledge, Qualifications & Experience

Essential:

- Minimum Certificate III Qualification in a relevant area such as Disability, Community Services or Aged Care (individuals studying Health, Nursing, Physiotherapy, Occupational Therapy will also be considered).
- Current First Aid Certificate with CPR.
- Current State/Territory driver's licence and own reliable transport.
- Current NDIS Worker Screening Check.
- Satisfaction of all requirements for working in Australia.

Desirable:

- Disability, Management, Nursing or Allied Health related qualifications.
- Experience working in a community, residential and/or rehabilitation environment.
- Experience with high needs clients.
- Awareness of relevant legislation (such as the Disability Act 2006, or [DFH Human Services Standards](#)).

Skills & Attributes

- A genuine interest in the well-being and inclusion of people with disability.
- Effective written communication skills.
- Ability to perform all physical aspects of the role without causing injury to themselves or others.
- Effective verbal communication skills and demonstrated flexibility in methods of communication, particularly active listening.
- Ability to communicate effectively with all members of society and actively participate in building an inclusive environment for all.
- Demonstrated ability to problem solve and use initiative.
- Demonstrated capacity to collaborate as part of a diverse team and work autonomously.
- Ongoing commitment to confidentiality, duty of care and a solid work ethic.
- Flexibility and availability to work some overnight, sleepover and morning shifts.

Hours and work

- A commitment of 25+ hours per week is needed, including evenings, weekends, public holidays, and some sleepovers.
- Most shifts are 8 hours in duration.
- Casual shifts are assigned on a fortnightly, rotating roster.

NOTE: Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
