

POSITION DESCRIPTION

Position Title: (IM) DIRECT SUPPORT PROFESSIONAL
Classification: Social and Community Services Employee - Level 2
Department/Program: Personalised Supports
Report to: Support Coordinator
Location: Work will be undertaken in the community.
Issued: 15 July 2016
Code: PD10-v2-PS

I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:- drivers license status (if applicable); police check status or the capacity to fulfil the inherent requirements of the role.

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EMPLOYEE'S SIGNATURE

DATE: / /

MANAGER'S SIGNATURE

DATE: / /

SALARY:

The classification applicable to the position is Level 2 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

POSITION OBJECTIVE

The purpose of this role is work closely with the people we support and their support coordinator to promote the dignity, independence, choices, rights and responsibilities of each person. This is achieved through assisting people to develop and extend their skills and networks within the community, and being an appropriate role model through ensuring a positive image of people with a disability in the community.

KEY RESPONSIBILITIES & DUTIES

Person Centred Support

- To promote the dignity, independence, choices, rights and responsibilities of each service user, mindful of dignity of risk and duty of care;
- To care for and provide direct support to people in the community while assisting them to be socially and physically included;

The provision of care and support including:

- attending to personal care and hygiene needs
 - performing manual handling related to the transferring of people we support
 - providing meal time assistance
 - assisting with Communication
 - administering medication
 - assisting with mobility and transportation
 - other support as required
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- Effectively engage and develop community opportunities that benefit both the person and the community organisation;
 - Provide support and advocacy to people in ensuring rights, choices and personal decision-making;
 - Working in consultation with the Support Coordinator, to provide appropriate support to service users, according to their individual needs and choices and the requirements of government funding;
 - Working in consultation with the support coordinator identify and implement training (formal & informal) to assist service users with social, interpersonal, community and daily living skills and to provide assessments as required;
 - Working in consultation with the service user and support coordinator implement and monitor an individual plan for service user/s on caseload;
 - Liaising with co-workers to implement the individual plans of all service users;
 - Assisting and support service users with decision-making and problem-solving;
 - Support service users' choices to maintain close ties with family (if appropriate) and friends and to develop meaningful personal and social relationships;
 - Providing support to people in ensuring rights, choices and personal decision-making;
 - Liaising with families, carers, advocates and other service providers, as required;
 - Providing transport to service users individually or as part of a group.

KEY RESPONSIBILITIES & DUTIES (CONTINUED)

Organisational

- To develop & maintain competency in person centred active support, first aid and administration of medication;
- To implement occupational health and safety program and to report any injuries, safety hazards and risks to the support coordinator immediately;
- To maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour.
- To complete all administrative and computer-related tasks associated to the position accurately and promptly, in line with the Quality Management System.
- To ensure that all position related correspondence is sighted by the support coordinator on a regular basis including:-
 - daily documentation: file notes, diary notes, other communication & administration of medication records where appropriate
 - maintenance of service user files, quarterly file reviews of service users on case load
 - all Quality forms, in particular: stakeholder feedback sheets, incident reporting, register of injuries, vehicle log sheets
 - individual programmes and protocols
 - behaviour management strategies
 - all other administration and documentation as required or as requested.
 - To develop an annual personal performance agreement, in consultation with the support coordinator.
- To review progress quarterly and formally at 12 months.
- To participate in and/or provide relevant training to maintain and increase professional competencies.
- To be an effective team member by communicating significant issues to support coordinator and co-workers and fostering positive working relationships.
- To attend scheduled staff meetings and other meetings as required.
- To assist the support coordinator with:-
 - planning and investigation of new opportunities for service users;
 - Assistance in researching and networking local community agencies, groups and organisations for needs-based placement options;
 - developing, implementing and evaluating services provided to people;
 - supporting ongoing relationship development and personal networks enhancement;
 - To undertake other duties and activities as directed.

PHYSICAL REQUIREMENTS

- Ability and willingness to do physically demanding work i.e. assisting with direct care support in changing, dressing, lifting & transferring people we support;
- Ability to push adults in wheelchairs;
- To be physically fit and have the ability to meet all of the requirements of the role.

ORGANISATIONAL RELATIONSHIPS

<u>Reports to:</u>	Support Coordinator
<u>Supervision:</u>	Nil
<u>Internal Liaisons:</u>	Personalised Supports staff Administration & Finance staff Volunteer staff
<u>External Liaisons:</u>	Service users Family & carers House Supervisors Members of the public

ACCOUNTABILITY

- Responsibility for reporting immediately to the Support Coordinator any change in the service user's well being;
- Responsible for providing a high quality and reliable service in accordance with guidelines provided by the Support Coordinator;
- Responsible for undertaking work in accordance with the Occupational Health and Safety guidelines;
- Responsible for accurate recording of information on timesheets;
- Responsible for notifying the Support Coordinator immediately of difficulties in performing the planned work on any day.

EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

- Direct Support Professionals are instructed to carry out specific tasks usually within the community, undertaking a variety of activities. These tasks are expected to be performed within defined time limits, however, some flexibility is provided to meet additional client needs;
- To work within the guidelines and direction of the Support Coordinator;
- To exercise personal judgement and discretion when faced with a range of client situations and to choose a course of action within accepted guidelines.

KEY RESPONSIBILITIES & KEY INDICATORS (KPI's)

Person Centred Support

- Provision of personalised supports in a timely manner;
- Exercise appropriate independent judgement relating to service user needs when working in the community;
- Creation and sustainment of effective relationships with support coordinates in the delivery and evaluation of person centred plans and community placements for service users;
- Conduct the role in a professional and ethical manner at all times.
- Respond appropriately to emergency situations that may arise.

KEY RESPONSIBILITIES & KEY INDICATORS (KPI's) – (CONTINUED)

Organisation

- Ability to uphold and propagate the organisation's values;
- A working knowledge of the Disability Act 2006 and current trends in the sector;
- Adherence with all organisational and industry policies;
- Provision of all necessary written reports and documents.

KEY SELECTION CRITERIA

Essential

To be effective in this role, the incumbent must have or demonstrate:-

- An ability to carry out the physical requirements of the direct support professional role;
- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships;
- Knowledge, understanding and acceptance of the purpose of the organisation.
- Well-developed interpersonal skills;
- Demonstrated problem solving, planning and operational skills;
- A flexible and effective approach to working within a team environment;
- Community building skills including the ability to build rapport with a diverse range of people;
- Excellent written and verbal communication skills;
- Must have a smartphone (iPhone, Android) with capability to download & utilise software Application;
- Victorian Drivers Licence and access to a roadworthy vehicle.

Desirable

- Relevant qualifications e.g. CertIV in Disability;
- Appropriate experience;
- Experience in a community or charitable organisation;
- Understanding of people with a disability and issues associated with the not for profit sector;
- Experience and ability to work with volunteers and community members;

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards available on Inclusion Melbourne's website.

QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Melbourne has adopted a Quality program, which involves continuous, incremental improvement in all services provided to external and internal customers, and in all associated policies, processes and procedures.

All staff members are required to display commitment to, and to participate in, the Quality Program, by constantly striving to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

CUSTOMER SERVICE

Inclusion Melbourne is committed to ensuring that all clients/customers internal and external receive friendly and responsive service. Staff are required to comply with the following principles of good service:-

- Answer telephones promptly, within 5 rings.
- Acknowledge all clients /customers promptly
- Treat all clients/customers with respect and courtesy.
- Provide high quality customer service.
- Convey accurate information.
- Communicate courteously.

INCLUSION MELBOURNE

GENERAL INFORMATION & CONDITIONS OF EMPLOYMENT

ABOUT INCLUSION MELBOURNE

Inclusion Melbourne is a uniquely innovative organisation based in Armadale and Sunshine that supports people with a disability in personalised community arrangements. At Inclusion Melbourne we have a vision for people with intellectual disabilities sharing the benefits of living in and contributing to the broader community. We want to give people the opportunity to realise their potential, build long-term freely given relationships and be welcomed as equal and respected citizens.

TRAINING AND DEVELOPMENT

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. All IM staff will also be required to show others how the systems under their control operate.

OCCUPATIONAL HEALTH, WELFARE AND SAFETY

The Inclusion Melbourne Board and Management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

POLICIES AND PROCEDURES

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality portal, Standards & Performance Pathways (SPP). It is expected that all staff familiarise themselves with the organisation's policies and procedures.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer Conditions of Employment policy available on SPP.

PROBATIONARY APPOINTMENT

In accordance with the provisions of the Fair Work Act and Regulations, a six month probationary period will apply.

SUPERANNUATION

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

SALARY PACKAGING

Salary packaging is offered to full-time and part-time employees on commencement and casual staff after six months employment, with an average of 10 hours work to qualify. If you elect to salary package, the administration cost of this service, and any Fringe Benefits Tax associated with any of the elements of the package, will be borne by you and will form part of your salary package. Salary packaging cannot commence until all the paper work has been completed and the necessary approvals arranged.

LONG SERVICE LEAVE

Long Service Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

ANNUAL LEAVE

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

PERSONAL/CARER'S LEAVE & COMPASSIONATE LEAVE

Personal/carer's leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

CEREMONIAL LEAVE

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

PARENTAL LEAVE

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

PURCHASE ADDITIONAL LEAVE

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

DESIGNATED BREAKS

It is a long established custom and practice of Inclusion Melbourne to shut for business on the day before Melbourne Cup Day and over the Christmas/New Year period. A calendar will be developed by the Chief Executive Officer (or delegate) noting designated breaks and public holidays and distributed to all staff each year.

TERMINATION OF APPOINTMENT

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee.

TERMINATION OF APPOINTMENT (CONTINUED)

The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week's notice.

SMOKE FREE WORK PLACE

The organisation has a "No smoking" policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisation vehicles.

CRIMINAL RECORD CHECK

A criminal records police check must be undertaken prior to employment for all persons who are the preferred applicants for all positions. An unsatisfactory assessment may result in the applicant not being appointed. Appointment is subject to a satisfactory police check. An applicant who refuses to complete the appropriate forms will not be appointed.

OTHER EMPLOYMENT OR CONFLICT OF INTEREST

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne
- (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- results in you using confidential information
- (e.g. client contact details) for competitive purpose or personal gain;
- otherwise adversely affects Inclusion Melbourne; or
- effects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

RETURN OF DOCUMENTS & PROPERTY

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

USE OF PRIVATE VEHICLES FOR WORK RELATED ACTIVITIES

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work related nature of the vehicle usage.

RISK MANAGEMENT – ALL STAFF

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

PRIVACY, SECURITY AND CONFIDENTIALITY

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support, employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate, complete and up-to-date.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.