

## Disability Support Worker – Residential

### Mirridong's Mission Statement

We provide opportunities for adults with a disability to make choices achieve goals and gain independence.

### Organisational Environment

Mirridong Services specialises in providing support to people with disabilities, their families and carers. Located in Yarram Victoria, Mirridong Services is part of a tight knit community that welcomes the participation of people with disabilities in all aspects of their life.

### Values

At Mirridong Services Inc., we value our:

- Participants
- Staff
- Volunteers
- The environment in which we work; and the
- Community in which we work

We do this in the following ways:

- Offering choice.
- Respecting participants and residents' rights to be treated with dignity and respect.
- Having zero tolerance to abuse.
- Giving residents opportunities to develop their full potential and achieve their goals.
- Providing a high-quality service that meets legislative and regulatory requirements.
- Empowering participants and residents to determine their own needs.

### Objectives:

- To enable individuals supported through Mirridong Services to have control over their lives through person centred active support, which maximises participation and independence in all aspects of life and is responsive to the needs and wishes of the individuals and supports community inclusion.
- To provide a safe, flexible and responsive service, when and where needed by service users.

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### Position Description

<b>Service:</b>	Shared Supported Accommodation & Outreach Services
<b>Award:</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Classification:</b>	Social & Community Services Employee
<b>Pay Classification:</b>	Level 2.2 with certificate IV or higher
<b>Reports To:</b>	Team Leader Residential & Chief Executive Officer

### Key Responsibilities

- To set and maintain high standard to ensure the house is comfortable, tidy and hygienic for residents at all times including assistance with washing, mopping floors, and domestic cleaning where residents cannot.
- To provide appropriate active support to residents in areas including personal care, health and wellbeing, accessing the community, and learning independent living skills.

- Identify and utilise specific communication methods to interact with people with disabilities.
- Ensure menus and meals are planned and prepared based on resident's choice and in accordance with food safety guidelines to meet nutritional, cultural and religious needs.
- Ensure a service approach that focuses on consistent support in meeting individual needs.
- Ensure that residents are supported to develop and implement their individual plans.
- Ensure a homelike atmosphere is created and maintained in a supported accommodation setting.
- Proactively engaging with residents and providing positive role modelling in developing and maintaining relationships, conflict resolution, goal setting and task completion.
- Encouraging residents to adhere to house rules and achieve personal goals.
- Prompting and encouraging residents to undertake tasks and rostered chores as necessary and within their perceived abilities.
- Develop and maintain positive relationships with external stakeholders including Government departments, Community Based organisations and other disability service providers, health practitioners, community visitors and external auditors.
- Maintain positive relationship with neighbouring residents and respond to any concerns or complaints.
- Maintain positive relationships with residents immediate and extended family and friends.
- Ensuring daily administration is completed including but not limited to resident notes.
- Support individuals with specific care needs, which may involve lifting, assistance with toileting, changing and showering.

### *Key Selection Criteria*

- Certificate IV in Disability or Community Services or equivalent qualification in human services field, with experience in Disability or Human Services field being an advantage.
- Demonstrated understanding and commitment to a non-aversive approach to working with people with a disability, an ability to work with people with complex needs and an aptitude to communicate and listen to people across a range of abilities and communication levels.
- Demonstrate professionalism across all interactions with participants, staff, and the public and a commitment to confidentiality.
- The ability to work as part of an effective team and communicate within a team environment.
- A willingness to undergo relevant training as identified.
- Ability to work unsupervised, resolve conflict and self-advocate.
- Ability to keep and maintain records and comply with the required standards when doing so.
- A willingness to understand the Victorian Disability Service Standards, the State Disability Plan and the National Disability Insurance Scheme (NDIS).
- Preparedness to become familiar with and implement of the all relevant Mirridong Services policies and procedures.

### *Essential employment requirements*

- Victorian Drivers Licence.
- A National Police Check.
- Current First Aid Level II Certificate or ability to obtain.
- Being able to complete the physical tasks required of the position which may involve lifting, assistance with toileting, changing and showering.

The conditions of this position are pursuant to the conditions as set out in the Classification Definitions for Level 2 Social & Community Services Employees (for residential workers). These include the following:

### *Key Accountabilities*

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| <b>Supporting Individual Needs</b>            | <ul style="list-style-type: none"> <li>• To provide 'person centred active support' which involves supporting individuals to maximise their participation and independence within areas of interest, in accordance with individualised personal care plans.</li> <li>• To support individuals and assist them to remain healthy as detailed in their support plans. Liaise with family members where appropriate in regards to health and wellbeing, using the correct communication procedures and with the approval of the Manager/Team Leader.</li> <li>• To encourage and foster family/community interest and support for each individuals development and well-being.</li> </ul> |
| <b>Training &amp; Skill Development</b>       | <ul style="list-style-type: none"> <li>• To support individuals to develop and maintain skills as identified in personal support plans.</li> <li>• Participate in meetings to discuss areas of possible skill development of individuals; this could include communication and behaviour management.</li> <li>• To support the plans for individuals developed in this process.</li> </ul>   |
| <b>Supporting Rights</b>                      | <ul style="list-style-type: none"> <li>• Maintain all aspects of confidentiality in line with good practice.</li> <li>• Support individuals to have access to their individual files.</li> <li>• Actively support the rights of individuals in line with the Disability Act 2006 - including respectful support and following agreed upon procedures.</li> </ul>   |
| <b>Assisting Community Involvement</b>        | <ul style="list-style-type: none"> <li>• Assist individuals to access and participate in social and recreational activities within the community.</li> </ul>   |
| <b>Promoting Choice &amp; Decision Making</b> | <ul style="list-style-type: none"> <li>• Support individuals and their families to be the key directors of their plans.</li> <li>• Actively promote the choices of individuals within their daily activities.</li> <li>• Assist in developing communication profiles for individuals.</li> <li>• Actively support communication recommendations.</li> <li>• To manage risk, wherever possible, in ways that do not compromise individual choice and independence, in line with accepted Occupation Health and Safety Guidelines.</li> </ul>  |
| <b>Promoting Valued Status</b>                | <ul style="list-style-type: none"> <li>• Actively support independence of individuals.</li> <li>• Actively promote and support the positive reputation, respect and dignity of service users.</li> <li>• Advocate on behalf of individuals as required.</li> </ul>   |
| <b>Promoting Advocacy</b>                     | <ul style="list-style-type: none"> <li>• Support individuals in a respectful way to advocate for themselves.</li> <li>• Advocating on behalf of individuals as required.</li> </ul>  |

- Meeting Service Requirements**
- To complete any required Mirridong/DHS documents where necessary. This includes general administrative tasks and record, where necessary, behaviour of individuals (as per established behaviour management strategies) and incident reports.
  - To regularly attend staff meetings as scheduled.
  - Follow procedures for individuals support as documented.
  - To work and operate as part of an effective and efficient team.
  - To undertake and participate in appropriate training and educational programs.
  - To fulfil all other duties as directed by the Manager/Team Leader.
  - To be at all times aware and vigilant regarding a duty of due diligence and care to all individuals and other Mirridong Services staff.
  - Any other duties relating to the individuals, which may be required from time to time.
  - Follow the recommended communication procedures
  - Supports the individuals to move freely and safely in their community/daily environment.

### *Generic Accountabilities*

**Team Work**

Ensure effective participation as a team member through:

- Participation in regular meetings
- Participation in the development of business plans
- Working cooperatively with all members of the team
- Proactively liaising with other team members in supporting services to achieve optimal responsiveness to participant needs

**Occupational Health & Safety**

- Comply with safe work procedures
- Follow directions of Manager/Team Leader
- Use protective and other safety equipment where required.
- Report workplace hazards, incidents and issues to supervisor.

**Continuous Improvement**

- Become familiar with and follow Mirridong's policies, procedures and management instructions
- Strive for continuous improvement by being alert to opportunities for improvement and suggesting solutions.

**Cultural & Linguistic Diversity**

- Undertake all interactions with clients and co-workers in a culturally sensitive manner and welcome cultural and linguistic diversity.