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## Creating Opportunities

**Position title:** Disability Support Worker

**Position reports to:** Program Manager

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### Primary Position Objective:

The Disability Support Worker is responsible for the provision of person-centred support programs that empower people with disability to achieve their full potential and live the life they choose. The Disability Support Worker will work under limited supervision with readily available assistance from Senior Staff/Management to develop and support the ongoing skills development, daily supervision and OH&S requirements relating to our Service Users.

### Organisational Overview

George Gray Centre and Wellington Community Connect have been providing a range of support and employment services for adults with a disability who live in the Wellington Shire over the last 50 years. The organisation is committed to providing programs based on individual needs, focusing on enhancing personal development, increasing independence and promoting community inclusion.

George Gray Centre employs approximately 100 employees who provide services to adults with disabilities across the Wellington Shire.

### Mission

George Gray Centre Incorporated is committed to the provision of services which will embrace access and inclusion, personal development, and independence of adults with a disability.

### Values

- Promote continuous improvement and innovation.
- Valuing all people for their unique contribution.
- Fosters (individual) growth, development and aspirations.
- Provide programs based on individual needs, with focus on enhancing personal development, increasing independence and promoting community inclusion.
- People have the right to be fully informed, to make their own decisions and to take risks.
- Belonging and self-esteem result from opportunities to develop positive social roles.
- Valuing a professional workforce.

**Organisational Accountabilities (applicable to all employees)**

<p><b>Positive Working Relationships</b></p>	<p><b>Customer Safeguards and Wellbeing</b></p>	<p><b>Occupational Health and Safety</b></p>	<p><b>Quality Assurance and Continuous Improvement</b></p>
<p>Demonstrated ability to work as part of, and contribute to, a person-centred team.</p> <p>Facilitate good working relationships with the community, service users, their families and carers, and all departments in George Gray through clear communication and a willingness to work towards positive outcomes.</p> <p>Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate service user’s access to services, appropriate communication with fellow workers, families and other people involved in the life of the service user.</p>	<p>Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled. In providing quality services, George Gray Centre staff must comply with the following Acts and Service Standards:</p> <ul style="list-style-type: none"> <li>• Disability Service Standards</li> <li>• Victorian Charter of Human Rights and Responsibilities Act 2006</li> <li>• The Principles and Objectives of the Disability Act 2006</li> <li>• The United Nations Convention of the Rights of Persons with Disabilities 2006</li> </ul> <p><b>Cultural and Linguistic Diversity</b></p> <p>Undertake all interactions with customers and co-workers in a culturally sensitive manner.</p>	<p><b>Occupational Health and Safety</b></p> <p>Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related regulations and Safe Operating Procedures developed by George Gray, including:</p> <ul style="list-style-type: none"> <li>• Work in a manner that considers the health and safety of self and others.</li> <li>• Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances.</li> <li>• Ensure that all work areas are maintained in a safe condition.</li> <li>• Complete site induction.</li> <li>• Identify, report and record all safety hazards, incidents and injuries.</li> <li>• Participate in OHS training</li> <li>• Participate in OHS consultation and communication meetings.</li> </ul>	<p><b>Quality Assurance and Continuous Improvement</b></p> <p>Attend meetings, workshops, conferences and training as required.</p> <p>Become familiar with and follow George Gray Centre’s policies, procedures and management instructions.</p> <p>Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.</p> <p>Strive for and promote a continuous quality improvement culture in the quality system and work practices and offer strategic advice to improve customer relations.</p>

## Position Specific Responsibilities

<b>Empowerment</b>	<p>Working under limited supervision, support service users to:</p> <ul style="list-style-type: none"> <li>• Exercise personal choice, initiative and self-expression</li> <li>• Provide an enjoyable and safe environment for all service users</li> <li>• Provide support that will enable the person to participate successfully in individual interests, hobbies and relationships</li> <li>• Actively engage with service users at all times</li> <li>• Maintain an environment which promotes person directed decision making and contributes to personal growth</li> <li>• Ensure that service users are at all times accorded privacy, dignity, confidentiality and the opportunities for decision and choice making</li> <li>• Offer motivation and encouragement</li> <li>• Advocate for, and assist service users, their families and significant people in their lives to advocate for access and community engagement</li> </ul>
<b>Community Services</b>	<p>Working under limited supervision, support service users to:</p> <ul style="list-style-type: none"> <li>• Support people with complex disabilities to achieve their personal goals</li> <li>• Work in a team environment</li> <li>• Create a positive environment for George Gray Centre participants</li> <li>• Assist participants with their personal care / personal hygiene needs</li> <li>• Support participants to engage with community events and be present within their community</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure you have the necessary medical, personal care, emergency information about the person/people you are supporting.</li> <li>• Ensure you have information about the purpose and goal of each shift you are scheduled to work.</li> <li>• Report any issue of concern, occupational health and safety issues or incidents that may have occurred whilst on shift.</li> <li>• Complete incident reports where necessary and all relevant participant journaling.</li> <li>• Correctly complete timesheets</li> <li>• To participate in any staff or organisational meetings and training relevant to the role.</li> <li>• Maintain and complete medication sheets when required.</li> <li>• Ensure that all restrictive practices are recorded and reported in line with current legislation.</li> <li>• Advise your co-ordinator when leave is required, or you are unavailable to work.</li> <li>• Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas.</li> <li>• Ability to build and manage relationships and work within a team environment</li> <li>• Critical thinking, problem solving and decision-making skills</li> <li>• Ability to prioritise, work under pressure and meet deadlines</li> </ul>

## Position Specific Responsibilities

<b>Mandatory Requirements</b>	<ul style="list-style-type: none"> <li>• National Disability Insurance Scheme Worker Screening Check (NDIS Check)</li> <li>• Current Australian Drivers Licence</li> <li>• First Aid Certificate (or willingness to obtain)</li> <li>• Cardiopulmonary Resuscitation Certificate (or willingness to obtain)</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• An appropriate Certificate or Diploma relevant to the work area (Desirable)</li> </ul>
<b>Professional Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in a relevant industry or service OR an equivalent level of expertise and experience</li> </ul>
<b>Key Knowledge Areas</b>	<ul style="list-style-type: none"> <li>• Capacity to develop knowledge of statutory requirements relevant to the workplace</li> </ul>
<b>Personal Skills and Attributes</b>	<ul style="list-style-type: none"> <li>• Basic numeracy, written and verbal communications skills</li> <li>• Ability and commitment to deliver services to people with a disability in line with the guiding principles and standards of the State Disability Plan 2017 to 2020</li> <li>• Application of knowledge applicable to the workplace and developing knowledge of statutory requirements</li> <li>• Demonstrated ability to work as part of and contribute to a team</li> <li>• Good time management skills</li> <li>• Basic computer literacy skills</li> </ul>

## Key Selection Criteria

- A commitment to supporting and promoting the individual needs, skills, abilities, and personal goals of people with disabilities
- Ability to maintain service user privacy and confidentiality
- A professional and positive outlook about support work
- The ability to develop a positive relationship with service users and to support their individual personal plan
- Established problem solving and conflict management skills
- Ability to use initiative and to work both individually in supporting service users and as part of a team