

Position Objective	To ensure the highest quality of support is provided to customers in accordance with the organisations values and principles.
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Reporting To:	Respite Coordinators
Direct Reports:	Nil

Skills, competencies, Qualification, Education and Experience	
Essential	<ul style="list-style-type: none"> • Demonstrated ability to meet the physical requirements of providing support as a Direct Support Worker. • Demonstrated ability to meet the care needs of customers with complex needs. • Good written and verbal communication skills. • Demonstrated professional practice in the support of individual's rights and choices • Demonstrated understanding of confidentiality in a working environment • Current 'C' class driver's license (if applicable). • Ability to use and access a range of ICT systems and media • Be eligible to apply for a working with children check (blue card) and an exemption notice (yellow card) through The Department of Communities, Child Safety and Disability Services • Be an Australian or NZ Citizen or Permanent Resident, or have a relevant visa.
Desirable	<ul style="list-style-type: none"> • Previous experience in the provision of support for people with a disability.

Key Relationships	
Internal	Support Services Manager, In-Home Respite Coordinators, Human Resource Management Team, customers and families
External	Nil

Primary Roles and Responsibility with Key Performance Indicators

Primary Roles and Responsibilities	Key Performance Indicator (KPI)	Measure
To provide physical and personal care to customers.	Support is provided in accordance with: 1. Customer Care Plan; 2. Service Plan	Support is documented in Progress notes.
To maintain customer progress notes.	Day to day support is documented in customer notes.	Notes are legible and reflect support provide.
To communicate with Supervisors and peers.	Customer information is reported effectively and in a timely manner.	Progress notes indicate customer information is being recorded and communicated.
To access and apply training and correct use of equipment	Mandatory training is undertaken including: 1. Manual Handling training; 2. Apply First Aid and CPR 3. Child Protection 4. Van training (if applicable) 5. Other training as deemed mandatory.	100% compliance with training requirements.
To maintain customer and family confidentiality	Information concerning the organisation, staff, customers, carers and their families is kept confidential at all times.	Code of Conduct is adhered to.

Primary Roles and Responsibilities	Key Performance Indicator (KPI)	Measure
To support organisational culture	<p>Provide evidence of professional conduct including:</p> <ol style="list-style-type: none"> 1. Compliance with organisational code of conduct 2. Compliance with organisational policies and procedures 3. Compliance with relevant legislation such as work health and safety <p>Provide evidence of flexibility in work relating to changing job requirements including:</p> <ol style="list-style-type: none"> 1. Capacity to identify and/or respond to areas of need within the workplace in negotiation with Coordinator. 	<p>Nil substantiated complaints</p> <p>Positive feedback received</p> <p>Nil substantiated complaints</p> <p>Positive feedback received</p>
To undertake professional development	<p>Provide evidence of active participation in supervision, profession development and annual performance review process including:</p> <ol style="list-style-type: none"> 1. Demonstration of thorough knowledge and understanding role and responsibilities. 2. Completion of professional development activities in line with agreed goals and core duties. 3. Documented evidence of completion of mandatory training requirements. 4. Document evidence of active participation in annual performance review. 	<p>Completion of agreed performance goals as documented in Performance Review</p> <p>Professional development activities documented.</p> <p>100% compliance with mandatory training requirements.</p> <p>Annual Performance Appraisal undertaken</p>