



Position Description

Private and Confidential

Support Worker (Disability Services)

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

| | |
|------------------------|--------------------------------|
| Position title: | Support Worker (Disability) |
| Location: | Rockhampton/Capricorn Coast |
| Job Type: | Permanent Part time and Casual |
| Reports to: | Program Coordinator |
| Direct reports: | Nil |

Service Description

The Disability Services Team provide community-based programs, respite services, accommodation, residential services and vocational programs under the NDIS and through state based funding in line with the Disability Services Act, Human Services Quality Standards, and all LiveBetter policies and procedures. The Disability Services team have offices across NSW and QLD. Support Workers perform a vital role in supporting the Disability teams to deliver services to our customers in a professional and caring manner.

Key Position Responsibilities

The Support Worker works within a team providing services to Disability Services customers. The role assists customers to maintain their independence in a community setting and provides ongoing domestic, personal and social support to people living in the community.

Core responsibilities for this position include:

- Providing domestic assistance, personal care, respite, transport, social and emotional support to people living in the community. This includes but is not limited to:
 - Assisting customers with their personal care needs – this may include toileting, bathing, showering, oral hygiene, medication and other personal hygiene needs.
 - Assisting customers with cooking, food preparation and meal planning.
 - Performing domestic duties such as (but not limited to) vacuuming, laundry, general cleaning, dusting, washing dishes, cleaning windows, cleaning carpets, making beds, basic home and garden maintenance.
 - Transport to medical appointments, social engagements, shopping (including assisting with shopping) and other outings as required.
- Support customers in their chosen program to progress towards their individual goals and ensure they meet their requirements under their NDIS Plan.
- Delivery of services that promote the dignity, independence and empowerment of customers.
- Adhering to the documented and approved care plans.
- Monitoring any changes in customer needs and reporting them to the Coordinator or Team Leader.
- Immediately reporting any changes in customer conditions or incidents to the Coordinator or Team Leader.
- Respecting the privacy and confidentiality of customers in accordance with privacy legislation, policies and procedures during and beyond the period of employment.
- Maintaining up to date accurate customer progress notes in line with business requirements.

Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk management activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

Person Specification

Background and Experience

Essential

- Ability to undertake a range of domestic and personal care services (bathing, toileting, personal hygiene) with customers.
- Willingness to undertake and ability to pass LiveBetter Core Competencies training and other mandatory training.
- A caring and compassionate approach with the ability to communicate effectively.
- Ability to work effectively in a team environment as well as independently.
- Experience in the use of technology such as smart phones and computer programs.
- Availability of a fully registered and comprehensively insured vehicle.
- Current Australian drivers licence recognised by Australian law.
- Completion of NDIS Worker Orientation Module 'Quality, Safety and You'*

* *The NDIS Worker Orientation Module 'Quality, Safety and You' is an interactive online course that explains the obligations of workers under the [NDIS Code of Conduct](#) – from the perspective of NDIS participants. All registered NDIS providers under the NDIS Commission require that this module be completed to undertake work within Disability Services. Completion of the module will take approximately 90 minutes and is free. You can save, exit and return to the module at any time. Once completed, you will receive a certificate of completion that is to be provided when applying for any Disability services related roles.*

Training can be accessed here: <https://training.ndiscommission.gov.au/>

Desirable

- Previous experience in a similar role.
- Flexible availability across a rotating 24/7 roster.
- Certificate III in Disability Services, Individual Support or equivalent.

Other requirements

- Current First Aid and CPR Certificate
- Pass a National Criminal History Check and pre-employment medical assessment (including drug and alcohol screening).
- Obtain a positive Disability Services Exemption Notice card (yellow card)
- Obtain a positive notice blue card
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role
- Ability to be flexible with work hours to meet reasonable demands of the position and needs of our customers.

Remuneration

As determined by Schedule E of the Social, Community, Home Care and Disability Services Industry Award 2010. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

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|----------------|--|-------|--|
| Employee Name: | | Date: | |
| Signature: | | | |