



Job Description  
Community Support Services  
Support Worker

**POSITION:** Support Worker  
**DIVISION:** Community Support Services  
**REPORTS TO:** Senior Service Manager / Service Manager  
**ISSUE DATE:** July 2018

<p><b>Our Mission:</b> Enabling opportunities for Choice, Inclusion and Achievement for people with disability and their families and carers</p>	<p><b>Our Core Values:</b> We put people first We are one team We are all accountable We strive to always do it better We are inspired by challenges We make ethical and sustainable decisions</p>
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1. **POSITION PURPOSE:**

- Responsible for the delivery of support activities to customers of DSA.
- To support DSA's journey towards true Personalisation. Personalisation is about putting people with a disability firmly in the driving seat, building a system of care and support that is designed with their full involvement and tailored to meet their own unique needs.
- To support DSA's Customer Service charter.

2. **DUTIES / RESPONSIBILITIES**

**Service Delivery:-**

- Ensure that support provided meets the requirements of the National Standards for Disability Service.
- Provide support, which will enhance opportunities for our customers to pursue existing interests, acquire new skills and be involved in a wide variety of experiences appropriate to their age, gender, culture and religion.
- Ensure, through a team approach, you perform designated duties in an effective and reliable manner.
- Promote the dignity, independence and the rights of each customer.



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- Establish and maintain effective lines of communication with parents, families, carers, and advocates and other service providers.
  - Support each customer's natural networks and links within their community.
  - Work towards breaking down any negative community values which could infringe on a customer's quality of life.
  - Ensure the privacy and confidentiality of all customer information.
  - Ensure that all relevant reports, charts, activity outcomes and any other statistical information required are completed.
  - In conjunction with the team, provide 'positive approaches' for managing of challenging behaviours.
  - Ensure the property and vehicles used by you are properly maintained and serviced.
  - the provision of personal care including toileting, , showering, grooming, changing sanitary napkins and incontinence pads ,supervising daily hygiene, applying medicinal creams and lotions (all aspects of personal care as required by the customer/customers.
  - laying out clothes and assisting in dressing, make beds, tidy rooms.
  - preparation and cooking of meals and assistance with meals.
  - dry cleaning.
  - perform gardening duties.
  - undertake basic repairs and cleaning.
  - fitting and removal of aids and appliances, monitoring and administration of medications.
  - fitting and changing of catheters.
  - assistance with communication.
  - accompanying clients on outings.
  - domestics assistance and organising appointments
- **Planning and Development :-**
  - Ensure, through participation in the planning and development of service delivery, the resources allocated provide flexible, individualised support options for each customer, which focus on each customer reaching their highest level of independence and ability.
  - As a team member, ensure you work in cooperation to develop and review Person Centred Plans that will assist the customer to achieve their interests, needs and aspirations.
  - Facilitate consultation, participation and evaluation with the customers you support, their carers, advocates and other relevant parties.



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- Keep abreast of changes in both the internal and external environment noting any possible impact on the customer's quality of life. Act upon information in a way that will advance the welfare of both those we support and the organisation.

**3. WORKPLACE HEALTH AND SAFETY (WH&S) RESPONSIBILITIES**

- At all times work in a safe manner, and in accordance with DSA's WH&S policies, procedures and relevant work instructions.
- Report immediately to your reporting manager any hazards that may cause a risk in the workplace.
- Take immediate and appropriate action to eliminate or control any imminent risk observed in your workplace, and report the issue and action to your reporting manager.
- Observe safe systems of work and apply these to all employees, staff, contractors, service users and visitors to DSA premises and sites.
- Immediately report any injury sustained at work, or whilst journeying to or from work, to your reporting manager. Complete the on-line register of injuries.
- Maintain an effective working knowledge of DSA's WH&S policies and procedures.

**4. OTHER**

- Adhere to the policies and procedures of the organisation and all relevant legislative requirements.
- Undertake other duties as requested by your supervisor.
- Participate in meetings as required.
- Participate in quality reviews as requested.
- Participate in staff training and development as required.

I, the undersigned, have read, understood and agree to the duties of Support Worker as contained in this job description.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date