

## POSITION DESCRIPTION

### POSITION DETAILS

Local Title and Program Area	Disability Support Worker, Disability Services Program	
Position Number		
Classification, Time Fraction & Duration	Casual	
Responsible to	Team Leader, Disability Services	
Qualifications	Qualifications in Disability Studies, Social Work, Youth Work, Welfare Studies, Social Science or other relevant tertiary studies.	
Location	52-54 13 <sup>th</sup> Street Mildura	

### ORGANISATIONAL CONTEXT

Mallee Accommodation and Support Program is a not-for-profit community-based organisation with a long history of service provision to the more disadvantaged and vulnerable members of our community.

The overall aim of MASP is to deliver a coordinated range of service responses to support those most in need.

The development and maintenance of effective coordinated linkages with a range of relevant community agencies complements the work of the agency by enhancing client outcomes.

Further details about MASP can be found on MASP’s website [www.masp.org.au](http://www.masp.org.au).

### PROGRAM OVERVIEW

The MASP Disability Services Program offers a range of social support and respite options to people with disabilities and their families.

The support offered includes practical assistance with living and life skills, linking to community services and social activities, mentoring, assistance with behaviour management and conflict resolution.

Currently, the MASP Disability Services Program includes the following elements:



- Individual Support Packages and Tailored/Targeted Care Packages which fund a flexible range of support services within the home or community to assist an individual with a disability to live as independently as possible.
- HACC Day Centre which provides social support and a meal service to frail aged and other people with a disability.
- Just Redgum Social Enterprise, A day program providing participants with a pathway into employment through on the job training, skills development and experience.
- Independent Living Program supports young people in learning independent living skills to prepare them for the move from home or out of home care (ie foster care or residential care) and into independent or semi-independent living arrangements within the community.
- Social Group offers peer support through group work activities and school holiday respite activities.

MASP are keen to provide additional services including support co-ordination, transport, home modifications, accommodation support, employment support, education/training support and an expansion of our day program options.

Employment will be on a casual basis with the potential to obtain a regular roster to suit your personal needs.

It will be advantageous for applicants to be available across a full span of hours including mornings, days, evenings and nights, including the ability to be on call and to provide passive sleepovers where required.

## POSITION OVERVIEW

Disability Support Workers may be engaged in a variety of programs including:

- working one on one, supporting people with disabilities to live independently in the community;
- facilitating social groups and assisting people with disabilities access community and social/recreational opportunities;
- working with frail aged and people living with disabilities accessing the services provided by the MASP HACC Day Centre;
- working with young people engaged in the Just Redgum social enterprise, a day program providing pathways into employment through on the job training, skills development and experience.
- transportation of people with a disability to appointments, school, day programs or other social or recreational activities;
- social skills development and behavior intervention support.

Positions offered are casual in nature but MASP will work with you to provide you with the hours of work that suit your needs and where possible regularity of times worked.

## POSITION DUTIES

1. Ensure that service philosophy, policy and objectives are adhered to at all times and be an appropriate positive role model in line with the agency's standards and behavioural expectations.
2. Provide support and guidance to assist clients with daily life, develop independent living skills, access social and community activities and improve relationships.
3. Work on a one to one and group work basis with people living with a disability.
4. Report regularly to supervisors any issues or concerns, progress or developments.

5. Develop and assist in the delivery of the behaviour management strategies for people involved in the program with challenging behaviour.
6. Advocate on behalf of the service users where necessary.
7. Be responsible for administrative tasks as directed by the Team Leader.
  
8. Participate in ongoing staff development, attending relevant forums and training as directed or negotiated.
9. Participate in regular supervision in the interests of maintaining the support and effectiveness of all workers as a team.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for **all** aspects of service delivery.

## SKILLS AND COMPETENCIES REQUIRED

### Personal Attributes

- Honesty
- Ethical practice
- A positive outlook
- Determination
- Self discipline
- Resilience
- Client focus
- Analytical approach
- Flexibility
- Cultural sensitivity & awareness
- Creativity & innovation
- Inclusiveness
- Collaboration
- Supportiveness

### Capabilities

#### Community and inter-agency relations

- **Knowledge of community** – maintains basic awareness of current community issues and knowledge of relevant organisations
- **Social justice** – demonstrates commitment to social justice and social; inclusion

#### Professionalism

- **Time management** – demonstrates punctuality and meets agreed schedules and timelines
- **Ethics** – observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
- **Taking responsibility** – takes responsibility for work outcomes and enacts authority as defined in role statement
- **Problem solving** – demonstrates common sense and uses established strategies to solve routine problems
- **Initiative and enterprise** – contributes to ideas for improved ways of working

#### Communication

- **Advocacy** – actively listens to colleagues and clients and passes on relevant information accurately and appropriately
- **Written communication** – provides accurate written information using forms, files and templates appropriate to the task

- **Verbal communication** – speaks politely and explains issues and information clearly to clients and colleagues
- **Interpersonal skills** – demonstrates active listening and asks appropriate questions when dealing with clients and colleagues

#### Service Delivery

- **Reflective practice** – applies organizational practice models, procedures and relevant legislation when working with clients
- **Knowledge of client issues** – maintains awareness of client needs
- **Client outcomes** – supports clients to achieve their goals or aspirations through provision of quality service
- **Diversity** – demonstrates sensitivity and respect for diversity and differences in colleagues and clients
- **Client confidentiality and dignity** – respects client and team member confidentiality

## TERMS AND CONDITIONS

### Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Ltd Enterprise Agreement 2016. Salary packaging arrangements available.

Due to the physical requirements of the position, the successful candidate will be required to satisfactorily complete a fit for work, functional, physical suitability examination.

### Probation Period

On commencement, an initial six-month probationary period.

### Police Check & Working with Children Check

Completion of a satisfactory Police Records check and Working with Children Check prior to employment. It is the responsibility of the individual to keep their WWCC current.

Satisfactory result from the Disability Worker Exclusion Scheme pre-employment screening process.

### Driver Licence

Successful candidate must possess and retain a current, full driver's licence. At no stage may the applicant's driver's licence be restricted as to the amount of passengers that can be carried.

### Performance Appraisal

To be carried out by the supervisor within six months of commencement and thereafter once every twelve months.

Appraisal will be made in regard to this Position Description.

### Responsibility and Continuous Improvement

Take responsibility to become aware of and comply with all relevant MASP policy and procedure instructions. Of particular relevance are those dealing with the MASP Code of Conduct, the Workplace Equal Opportunity Policy and requirements for staff to be aware of requirements to develop cultural competence skills.

Participate in regular supervision and in staff meetings in the interests of maintaining effectiveness and team spirit.

Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework

### Training & Development

Be prepared to participate in ongoing staff development, attending relevant forums and training as delegated

## Occupational Health & Safety Responsibilities

Ensure that work is carried out in accordance with MASP OH&S requirements and standards in order to prevent work related injuries and illnesses.

Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.

Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency.

Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation

## Privacy & Confidentiality

Work within the guidelines of MASP's Privacy and Confidentiality policy

## KEY SELECTION CRITERIA

1. Must possess the minimum qualification.
2. Demonstrated understanding and commitment to the vision and values of MASP.
3. Demonstrated skills and experience in:
  - working with children, young people and parents, people with disabilities;
  - child and adolescent development;
  - managing conflict in groups;
  - empowering people with disabilities to reach their fullest potential and gain maximum control over their lives.
4. Ability to liaise, consult, negotiate and be assertive with clients, family members and other professionals.
5. Capacity to apply a range of intervention strategies, effective behaviour management skills and highly developed interpersonal skills,
6. To be non-judgmental and have the ability to engage disadvantaged people with complex needs.
7. Possess effective organization and time management skills.
8. Computer literacy.
9. Well developed written and verbal communication skills.
10. Ability to work both independently and as part of a team.

## APPLICATIONS

Applications **must** address the Key Selection Criteria and be forwarded by the due date, addressed to:

Nathan Jilbert  
Human Resource Manager

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[careers@masp.org.au](mailto:careers@masp.org.au)

Applicants are strongly encouraged to discuss the position with the MASP contact officer, prior to submitting their application.

