



## Position Description

**Position Title:** Disability Support Worker  
**Classification:** CPLQ Award – Level 1  
**Reports To:** Coordinator / Manager

### About CPL

CPL – Choice, Passion, Life is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

### Our Vision

An inclusive society for all people.

### Our Purpose

To provide services for people with physical disability so they can lead the life they choose.

### Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

### The CPL Way

**We are a business with a heart.** Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.



## Position Description

- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.
- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

### Position Purpose

To support people to access and live in the accommodation of their choice, actively promote independence and assist individuals to develop networks and supports which will enable them to participate as valued members of their community.

To support continuous improvement in the business performance of Services and effectively contribute towards achievement of the organisation's vision and purpose.

### Key Responsibilities

- Provides support and assistance to individuals on matters of personal care including but not limited to bathing, toileting, dressing, eating and taking of medication.
- Ensures the safe and appropriate lifting and transferring of individuals in accordance with the organisation's Workplace Health and Safety policies and procedures.
- Provides support and assistance to enable individuals to carry out a range of housekeeping functions in their home.
- Provides support and assistance to individuals to enable them to develop their level of competence in all aspects of daily life.
- Ensures on all matters, individuals are offered the opportunity and encouraged in a positive manner to make their own decisions and choices about their lives and lifestyles.
- Ensures at all times that an individual's dignity and privacy is protected. Be responsible for upholding the rights of privacy of an individual and a client's personal information should not be disclosed without the express permission of the individual concerned.
- Actively participates in induction, training and education programs as required.
- Maintains necessary records of service provision and hours worked for purposes of service administration and accountability.
- Undertakes other responsibilities as required and directed by the Manager or Service Coordinator.

03.03.07.11.05	Effective: December 2017	Page 2 of 3	ISO9001
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### Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

### Key Customers

- Reports to: The Coordinator/ Manager
- Liaises with: All CPL Staff, CPL Clients

### Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Good communication skills and the ability to negotiate and resolve conflict.
- Ability to work in both a team environment and independently
- Capacity to undertake personal care support including lifting and transfers.
- Demonstrated skills, experience and training in supporting individuals with disability support needs.

### Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Capacity to work flexible hours or a roster system.
- Current 'C' class driver's licence.
- Current Apply First Aid and CPR qualifications.
- Certificate III in Disability services (preferred).
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- CPL is committed to the safety of our staff. People handling and manual handling are integral components of direct support work and a degree of physical fitness, strength and flexibility is required to undertake this role safely. Safe handling procedures are documented and equipment including slide sheets and hoists, and training are provided.