



Driver/Disability Support Worker

A. POSITION SUMMARY

Position Title:	Driver/Disability Support Worker
Team :	Disability Services
Reporting to:	Disability Service Manager
Reports:	None
Status:	Permanent Full Time
Location:	Various
Salary:	

B DISABILITY SERVICES OVERVIEW

Woodville Alliance (WA) delivers a range of integrated programs and services for people with intellectual and physical disabilities. We provide centre based and non-centre based day services 7 days per week, including evening services. We also provide Support Coordination for clients with this requirement. An important part of our service delivery is the provision of transport to and from our services.

WA Disability Services utilize a positive strengths-based, person-centred philosophy that seeks to engage clients with their community to maximize client outcomes and is guided by the NDIS Practice Standards.

C. JOB PURPOSE

The Driver/Disability Support Worker is responsible for the delivery of high quality, person centred services for people with disability. Additionally, this role has responsibility for a transport vehicle which is parked at the worker's residential address.

The position is responsible for working day to day with clients in understanding and assisting them to achieve their goals. Disability Support Workers support the client, by following client support plans that are designed to reflect NDIS plans aimed at maximizing positive outcomes and achieving individual goals for each person. The position has four key areas of responsibility:

1. Transport – provision of daily transport to and from Woodville Alliance centres and activities
2. Service Delivery – Industry best practice implementation of person-centred disability services. This includes best practice care provision for our clients to ensure they receive the best possible service.
3. Stakeholder Management – Positive and constructive day to day communication with clients, their families and carers in order to actively achieve client goals.
4. Individual and Team Responsibility – Working in a positive and constructive manner with all staff in the delivery of best practice client centric services. Taking responsibility for personal and professional development and training that is relevant to the achievement of individual client goals.

D. RELATIONSHIPS

In order to ensure best practice and quality service delivery is provided within the allocated funding this position must have well developed networks and relationships within the sector. These include but are not limited to:

- General Manager Disability Services
- WA Mentors
- WA Disability Services Manager
- WA Social Enterprise Manager
- External stakeholders – including family and significant others
- Other disability service providers with in South West Sydney
- Mainstream service providers
- Allied Health Professionals, other health professionals and Behaviour Support Specialists
- NDIS Representatives

E. JOB REQUIREMENTS

Key Result Area 1	CLIENT CARE
	<p style="text-align: center;">Key Tasks</p> <ol style="list-style-type: none">1. Working individually with clients on a day to day basis in working towards their goals, recording their progress and evaluating and identifying the next steps required to achieve their goals.2. Understanding the goals of clients and how they lead to increased quality of life and independence in the community.3. Provision of personal care support to clients4. Responsible for the duty of care of clients allocated to you and any who are within close proximity to where you are working5. Assisting with the provision and/or preparation of healthy meals for clients.6. Provision of positive behaviour support to clients with behaviours of concern.7. To continuously encourage, motivate, acknowledge and validate the clients in every aspect of engagement.8. Ensure you speak, engage and work with clients and their families in a respectful and professional manner at all times.9. To portray values and attitudes in line with those of Respect, Equality, Dignity and understanding. As well as portraying professionalism to all parties.10. Reporting of all incidents both verbally and written as they occur to supervisors.11. Monitor all client participation and intervene where necessary utilising a strengths-based approach12. Provide feedback to families and clients, and record progress notes as per relevant policies, procedures and work instructions.13. Be responsible for maintaining cleanliness before and after activities and reporting potential facility issues immediately.14. Commitment to attending and participating in staff meetings, staff development days and ad hoc company functions <p style="text-align: center;">Key Performance Indicators</p> <ol style="list-style-type: none">1. Client activities relevant to client goals are provided.2. Activities and progress are appropriately recorded.3. Duty of care is exercised at all times to allocated clients and clients within close proximity of the worker4. Positive and appropriate relationships with clients, families, other staff and stakeholders are maintained.

5. Clients are treated with dignity and as equals and peers at all times, particularly in the provision of personal care and positive behaviour support.
6. All incidents are reported to supervisors in a timely manner and according to all relevant policies, procedures and work instructions.
7. Clients are supported to prepare and consume healthy meals.
8. Client and family feedback is reflective of a positive experience with WA.
9. Program areas are clean and maintained as per standards required. All facility issues are reported to supervisor when identified.
10. Active participation in meetings and training is demonstrated.

Key Result Area 2

CLIENT TRANSPORTATION

Key Tasks

1. Responsibility for the safe and timely transportation of clients to and from Woodville Alliance centres and activities in a WA nominated vehicle or an authorised private vehicle
2. Safe keeping and maintenance (cleanliness) of the WA transport vehicle at all times with no personal use.
3. Strict adherence to the roster and commitment to your Duty of Care/WHS requirements. Your duty of care encompasses your allocated clients as per the roster/staffing ratio, the environment, your colleagues and yourself.
4. Strict adherence to all relevant policies, procedures and work instructions.

Key Performance Indicators

1. Safe and timely collection and delivery of clients on transport runs.
2. All activities adhered to as per policy and procedure requirements.
3. Vehicle used for permitted uses only.
4. Vehicle is kept clean and in a safe, approved location.

Key Result Area 3

TEAM WORK AND ROSTERING

Key Tasks

1. To continuously encourage, motivate, acknowledge and validate all Disability team members in order to have beneficial and positive client centric practice in every aspect of engagement.
2. Commitment to person centred practices through active participation in professional development and training.
3. Strict adherence to the roster and commitment to your Duty of Care/WHS requirements. Your duty of care encompasses your allocated clients as per the roster/staffing ratio, the environment, your colleagues and yourself.
4. Complete timesheets daily accurately reflecting your work.

Key Performance Indicators

1. Consistent and positive communication with all staff that promotes teamwork.
2. Measured through attendance and participation at all training sessions provided by either WA or external parties.
3. Adherence to roster and compliance with WHS / duty of care responsibilities.
4. All maintenance activities adhered to as per policy and supervisors' requirements
5. Accurate timesheets submitted to mentors

Key Result Area 2	FINANCE
Key Tasks	
<ol style="list-style-type: none"> 1. Responsible for the use of organisational property and equipment in a manner that is conducive to ensuring maximum financial viability in addition to compliance with WH&S Legislation. 2. Ensure that client services are provided as per their agreed funding/schedule of support and as directed by supervisors. 3. Ensure that client monies are managed as per the relevant policies, procedures and work instructions. 4. In all cases possible clients are encouraged and supported to do their own personal shopping and look after their own money. When a client is not able to complete this task, staff are responsible for client funds and must ensure that receipts and change are kept safely as per the relevant policies, procedures and work instructions 	
Key Performance Indicators	
<ol style="list-style-type: none"> 1. Value for money is achieved through resource allocation in a safe, effective and efficient manner. 2. Cash reconciles upon return with appropriate receipts. 3. Clients are supported to build their capacity to manage their own money wherever possible. 4. All relevant policies, procedures and work instructions have been followed. 	

Key Result Area 3	REPUTATION
Key Tasks	
<ol style="list-style-type: none"> 1. On all occasions act in accordance to the Organisation's code of conduct. Display the values of the Organisation to all internal and external parties to ensure we maintain a positive reputation. 2. Maintain positive working relationships with families, colleagues and stakeholders to ensure that the Organisation's reputation remains positive. 	
Key Performance Indicators	
<ol style="list-style-type: none"> 1. Evidence of effective and appropriate communication with all clients and stakeholders. 2. Client, colleague and family feedback is reflective of a positive experience with WA and WA processes and procedures are always followed. 	

Key Result Area 5	ADHERENCE TO COMPANY AND FUNDING BODY POLICIES AND PROCEDURES
Performance Indicators	
<ul style="list-style-type: none"> • Adhere to and demonstrate commitment to company HR policies, procedures and work instructions as varied or created by WA from time to time. • Adhere to and demonstrate commitment to company WHS policies and safe working practices as dictated and a varied or created by WA from time to time. • Adhere to working conditions as stipulated in employment contract. • Demonstrate adherence and commitment to meeting all key result areas of position description. • Adhere to all relevant employment legislation as dictated by state and federal legislation inclusive of WHS Act 2011 and its regulations. • Ensure all activities comply with WA & funding bodies policy and relevant legislative and regulatory requirements ensuring no non-conformance reports. • Adhere to NDIS Code of Conduct, NDIS Quality and Safeguarding Framework, as well as the NDIS Practice Standards. 	

F. RECRUITMENT INFORMATION

(The essential knowledge, experience, skills and personal attributes required for the position)

COMPETENCY AND SELECTION CRITERIA REQUIREMENTS	
1	Certificate III in Disability Work or Equivalent.
2	Experience in a care capacity of people with an intellectual and developmental disability.
3	Ability to engage and recognise issues related to servicing Culturally and Linguistically Diverse clients.
4	Skills in mediation and negotiation, collaboration and consultation with clients
5	Knowledge of NDIS Practice Standards, NDIS Code of Conduct and successful completion of the NDIS Worker Orientation Module
6	Commitment to and an understanding of WHS responsibilities
7	Commitment to social justice principles and access and equity.
8	Demonstrated high level customer service skills.
9	Current and verified Working with Children Check and National Police Check
10	Current and valid driver's licence
11	Agreement and adherence to 'Disability Support Worker Agreement for assigned WA Transport Vehicle'

G. OTHER REQUIREMENTS

<ul style="list-style-type: none"> You may need to perform other reasonable duties which are not listed in this position description from time to time to meet our business and operational needs. You may be required to travel with notice to fulfill your duties. To promote a person-centered culture of choice inclusion and empowerment. A commitment to the principles of quality assurance and continuous improvement. Identify improvement opportunities, ideas and suggestions for quality improvements. Engaging in all client activities as per program roster inclusive of hydrotherapy. Administrative and computer-based tasks such as case notes and WA forms. Research for activities and services. Commitment to personal development. Actively participate in maintaining a clean work environment. Working with clients in a community environment. Engage in moderate lifting when required e.g. helping with carrying of groceries, equipment and other similar resources.
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Approval

Managers Name	Managers Signature and Date
Employee Name	Employee Signature and Date
General Manager – Human Resources Name Veronique Besnard	General Manager - Human Resources Signature and Date