# Position Description: **NDIS Support Worker - Casual**

**POSITION DETAILS**

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| **Position grade** | Grade 6 | | |
| **Position type** | Casual | | |
| **Reports to** | Access & Inclusion Team Leader | | |
| **Department** | Seniors and Disability Services | | |
| **Job function group** | Customer Service | | |
| **Staff reporting responsibilities** | Nil | **Budget responsibility** | Nil |

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The NDIS Support Worker – Casual is linked directly to the Lifestyle and Leisure Links Program and is a part of Seniors and Disability Services within Cumberland City Council. The team provides a range of quality direct services including information, advocacy, carer support, nutrition services (home delivered and centre based meals), transport, and activities, events and social groups to maintain overall wellbeing and independence. By providing a committed approach to person centred essential support, the team seeks to promote social inclusion, encourage an enhanced quality of life and increase capacity for seniors and people with disability to participate in the community.

The position is responsible for providing meaningful and necessary direct support to adult customers with disability, in accordance with their care plans and NDIS goals. The position requires working flexible shifts (including weeknights and weekends), be in unsupervised environments and in various community settings.

**QUALIFICATIONS AND EXPERIENCE**

***Essential***

- Class C drivers licence
- NDIS worker screening check
- Demonstrated ability to relate and engage with people with disability and their carers

- Excellent communication and interpersonal skills
- Sound written skills with a demonstrated ability to write clear and concise care support notes and mandatory forms
- Ability to work as part of a team, be flexible and have good time management skills
- Experience working with volunteers.

***Desirable***

- Knowledge of the National Disability Insurance Scheme (NDIS)
- Current First Aid Certificate (or willingness to obtain)
- Relevant Certificate in Disability Work, Community Services, Recreation or Leisure Studies or equivalent experience
- Experience in adapting, modifying and facilitating programs activities for people with disabilities in community or centre based setting
- Class LR drivers licence and experience operating a wheelchair accessible vehicle and transporting people with disability.

**EMPLOYMENT SCREENING CHECKS**

- ☐ Drivers licence check (completed upon commencement and in line with Council's annual drivers licence check)
- ☐ NDIS worker screening check
- ☐ Aged Care Register of Banning Orders

**DUTIES AND RESPONSIBILITIES**

***Customer program and product***

- Implement relevant care plans for customers
- Ensure that customers are engaged in the program they are attending
- Ensure that customers follow a pre-determined outline
- Use a person-centred approach, ensuring the customer is involved in decision making
- Support customers by using a positive, active approach to behaviours
- Maintain customer dignity and respect at all times (personal care, community engagement)
- Be fully engaged with customer/s during a shift
- Interact with positive, supportive and respectful communication at all times.

***Service delivery***

- Be punctual and reliable
- Present people with disability positively to the community, and educate others in the community
- Adhere to Council's Code of Conduct , Policies and Procedures, Acts and Standards
- Maintain regular and consistent communication with Disability Programs Coordinator
- Liaise with other professionals, family members and carers
- Assist with the planning and running of programs as required

- Ensure volunteers are aware of their duties when assisting and provide direction
- Maintain effective communication with volunteers
- Maintain professional boundaries
- Respect Council's property and vehicles.

***Administrative tasks***

- Maintain relevant customer attendance records and complete necessary forms
- Provide reports on customer progress notes and incident reports
- Attend relevant training, seminars and conferences
- Attend staff meetings and planning days
- Input data for services provided into Council's Client Management System.

***Transportation***

- Transport customers safely to outings and social engagements
- Load and unload all passengers safely from the bus/van
- Ensure all passengers seat belts are fastened correctly
- Ensure all wheelchair restraints are correctly fastened
- Ensure all equipment is safely secured e.g. walking frames
- Complete vehicle logs
- Take responsibility to maintain a clean and safe driving record and in the event the license is cancelled your employment may be terminated.

**YOUR CORPORATE ACCOUNTABILITES**

***Work Health and Safety (WHS)***

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Councils Personal Protective Equipment Procedure
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

***Child Safe Organisation***

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

***Fraud and Corruption Prevention***

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

***Customer Service***

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

**SIGNATURE AND ACCEPTANCE OF POSITION**

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|---|---|
| **Employee name** | |
| **Employee signature** | |
| **Date of acceptance** | |