

## Position Description

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- POSITION TITLE:** Direct Support Professional
- LOCATION:** Sutherland Rd Armadale but will work across a range of community settings
- RESPONSIBLE TO:** Support Coordinator
- RESPONSIBLE FOR:** People we support and volunteers

### ORGANISATIONAL CONTEXT

Established in 1950 as Gawith Villa Inc., Inclusion Melbourne Inc is a community-based organisation, administered by a voluntary Board of Management which encourages, educates and supports community involvement for people with a disability. Primarily funded through the Department of Human Services, Inclusion Melbourne supports people across eleven local government areas of Melbourne. Inclusion Melbourne is located in Armadale.

The organisation employs ten full time staff, a number of part time and casual staff and has an extensive volunteer support base. Inclusion Melbourne believes in supporting people who have an intellectual disability to live their lives as active members of their communities. Our motto 'People Creating Better Lives' highlights the belief that when people work together, they can imagine better and achieve more.

Inclusion Melbourne emphasises the importance of good relationships, the balance and sense of wellbeing all people need in their lives, and the importance of change. Inclusion Melbourne is encouraging the community to get to know and embrace all people equally.

### POSITION CONTEXT

Inclusion Melbourne assists people to create highly individualised and flexible lifestyles, based on their wants and needs. We believe in working together with people to enable access to meaningful employment, learning and leisure activities and to create opportunities for people to contribute to and be welcomed by the community. Inclusion Melbourne provides an overwhelming majority of its activities using a personalised approach in the community. In this context our support is provided in the community and the work of the support professional is overseen by the support coordinator, who coordinates activities for up to 15 people, and ensures that the direct support provided continues to meet the needs of the person being supported and advances their inclusion into the community.

### POSITION PURPOSE

The purpose of this role is work closely with the people we support and their support coordinator to promote the dignity, independence, choices, rights and responsibilities of each person. This is achieved through assisting people to develop and extend their skills and networks within the community, and being an appropriate role model through ensuring a positive image of people with a disability in the community.

### KEY AREAS OF RESPONSIBILITY

#### Person centred support

- To promote the dignity, independence, choices, rights and responsibilities of each service user, mindful of dignity of risk and duty of care.
- Provide direct support to people in the community while assisting them to be socially and physically included.
- Effectively engage and develop community opportunities that benefit both the person and the community organisation.
- Provide support and advocacy to people in ensuring rights, choices and personal decision-making.
- In consultation with the Support Coordinator, to provide appropriate support to service users, according to their individual needs and choices and the requirements of government funding.
- Care and support may include assistance with:
  - personal care and hygiene
  - meal time assistance
  - Communication
  - medication
  - mobility
  - other support as required
- In consultation with the support coordinator identify, develop and implement training (formal & informal) to assist service users to develop social, interpersonal, community and daily living skills and to provide assessments as required.
- In consultation with the service user and support coordinator develop, implement and monitor an individual plan for service user/s on caseload. To liaise with co-workers to implement the individual plans of all service users.
- To assist and support service users with decision-making and problem-solving.
- To support service users' choices to maintain close ties with family (if appropriate) and friends and to develop meaningful personal and social relationships.
- To liaise with families, carers, advocates and other service providers, as required.
- To provide transport to service users individually or as part of a group.

#### Organisational

- To develop & maintain competency in person centred active support, first aid and administration of medication.
- To implement occupational health and safety program and to report any injuries, safety hazards and risks to the support coordinator immediately.
- To maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour.
- To complete all administrative and computer-related tasks associated to the position accurately and promptly, in line with the Quality Management System.
- To ensure that all position related correspondence is sighted by the support coordinator on a regular basis including:

## Position Description

- daily documentation: file notes, diary notes, other communication & administration of medication records where appropriate
- maintenance of service user files, quarterly file reviews of service users on case load
- all Quality forms, in particular: stakeholder feedback sheets, incident reporting, register of injuries, vehicle log sheets
- individual programmes and protocols
- behaviour management strategies
- all other administration and documentation as required or as requested.
- To develop an annual personal performance agreement, in consultation with the support coordinator. To review progress quarterly and formally at 12 months.
- To participate in and/or provide relevant training to maintain and increase professional competencies.
- To be an effective team member by communicating significant issues to support coordinator and co-workers and fostering positive working relationships.
- To attend scheduled staff meetings and other meetings as required.
- To assist the support coordinator with:
  - planning and investigation of new opportunities for service users
  - Assistance in researching and networking local community agencies, groups and organisations for needs-based placement options.
  - developing, implementing and evaluating services provided to people
  - supporting ongoing relationship development and personal networks enhancement
- To undertake other duties and activities as directed.

### KEY SELECTION CRITERIA

#### **Essential**

*To be effective in this role, the incumbent must have:*

- *Well developed communication & interpersonal skills*
- *Demonstrated problem solving, planning and operational skills*
- *A flexible and effective approach to working within a team environment*
- *Community building skills including the ability to build rapport with a diverse range of people*
- *Excellent written and verbal communication skills*
- *Mobile technology and computer literacy skills*
- *Victorian Drivers Licence*

#### **Desirable**

- *Relevant qualifications*
- *Appropriate experience*
- *Experience in a community or charitable organisation*
- *Understanding of people with a disability and issues associated with the not for profit sector*
- *Experience and ability to work with volunteers and community members*
- *Knowledge, understanding and acceptance of the purpose of the organisation*
- *A sense of humour and patience*

### KEY PERFORMANCE INDICATORS

## Position Description

- Ability to uphold and propagate the organisation's values
- A working knowledge of the Disability Act 2006 and current trends in the sector
- Provision of personalised supports in a timely manner and exercise appropriate independent judgment relating to service user needs, when working in the community
- Creation and sustainment of effective relationships with support coordinators in the delivery and evaluation of person centred plans and community placements for service users
- Adherence with all organisational and industry policies
- Provision of all necessary written reports and documentation
- Conduct the role in a professional and ethical manner at all times
- Respond appropriately to emergency situations that may arise.

### OTHER RELEVANT INFORMATION:

- The suitable applicant must be an Australian citizen or permanent resident.
- Salary scale is as per the Social, Community, Home Care & Disability Services Industry Award (2010).
- Salary is commensurate to skills and experience.

### CONDITIONS OF EMPLOYMENT

- *Appointment is subject to a six-month probation period.*
- *Salary packaging is available*
- *Appointment to the position is subject to a satisfactory police check, prior to commencement.*
- *Inclusion Melbourne is committed to Occupational Health and Safety in the workplace.*
- *Smoking on Inclusion Melbourne premises is not permitted.*

Approved by Daniel Leighton Date 23 August 2010  
*Chief Executive Officer*

#### For current employees

I acknowledge and agree that the above job description is a true and accurate description of my current role

Name of  
employee

New/Current  
(please circle)

Signature of  
employee

***Please note this position description forms part of the contract of employment.***