

## **POSITION DESCRIPTION - Residential Support Worker**

### **Organisational Context**

Gateways Support Services Inc. provides a range of services to children and adults with disabilities and additional needs in the Barwon - South Western Region. The Community Living Support Services division supports adolescents and adults with disabilities through the provision of supported accommodation.

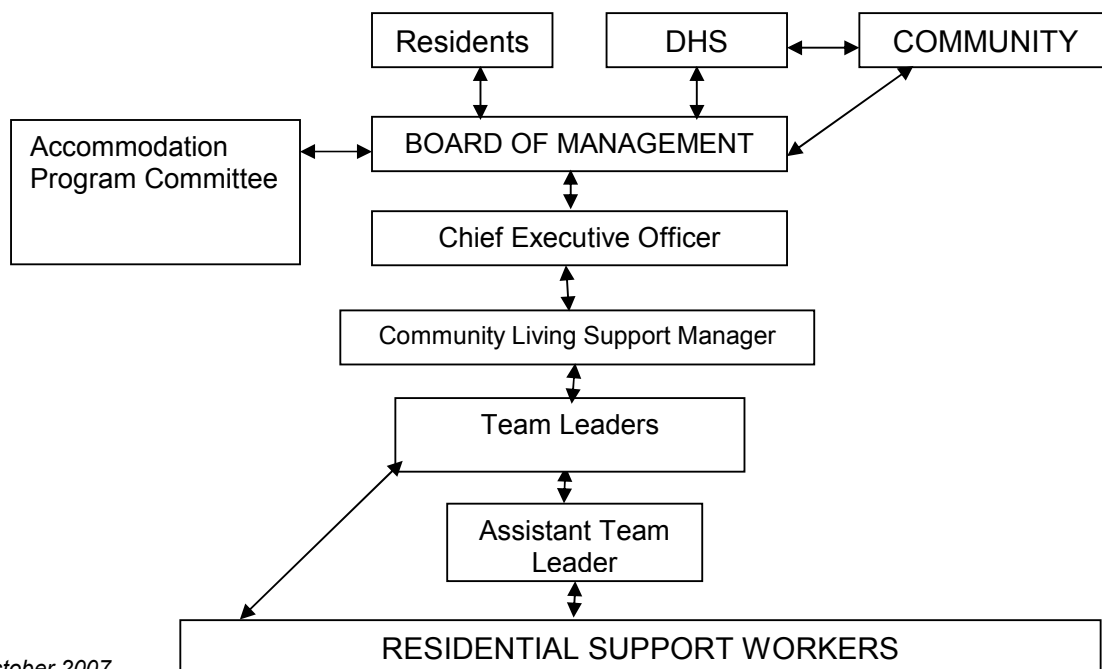
***The aim of Community Living Support services is to: provide high quality, community based supported accommodation for people with disabilities which enables them to have access to community activities and experience a lifestyle which emulates that of other community members.***

### **Service Standards**

Gateways accommodation services are required to comply with the Disability Act 2006 and meet the Victorian Disability Service Standards (Outcome Standards for Disability and Industry Standards for Disability Services) as a condition of funding by the Department of Human Services Victoria. Responsibilities and duties in this position description are linked to the relevant industry standard.

### **Reporting Arrangements and Accountability**

The Gateways Board of Management is responsible to clients, funding bodies and the community for all aspects of service provision and management of the organisation. This responsibility is delegated through the Chief Executive Officer to staff. Residential Support Workers report to and are directly accountable to the Team Leaders. The accountability structure is as follows:



# **Residential Support Worker's Duties and Responsibilities**

## **DISABILITY STANDARD 1: Service Access.**

***Each client seeking a service has access to a service on the basis of relative need and available resources.***

### Note

Service access is determined by the Department of Human Services vacancy management process. Information provision to potential clients is the responsibility of Gateways management. However the Residential Support Worker contributes to providing information about the service by behaving in ways which present the clients and the organisation in a positive way at all times.

## **DISABILITY STANDARD 2: Individual Needs.**

***Each client receives a service which is designed to meet their individual needs and personal goals in the least restrictive way.***

### Key Responsibilities

- Assist in identifying client needs by listening to and observing clients and contributing this information to the development and review of Quality of Life Plans.
- Carry out Quality of Life Plans and support clients in their daily living activities in a positive way that builds on clients' strengths and skills.
- Provide Active Support to clients in a manner which gives clients as much control and independence as possible without compromising Gateways' duty of care to the client.
- Only use chemical/ physical restraint and seclusion strictly in accordance with agency policies and the specific Active Support Plan and House Protocols. (As required by law).
- Accurate documentation of client programs in accordance with agency policies.
- Carry out programs in a way which respects the individual cultural differences of clients from Koori or non-English Speaking Backgrounds.

### **Key Performance Indicators**

- Read all Quality of Life Plans, sign off annually
- Read all Active Support Plans
- Read all House Protocols, sign off annually
- Ensure Gateways policies and procedures are adhered to

## **DISABILITY STANDARD 3: Decision-Making and Choice.**

***Each client has the opportunity to participate as fully as possible in making decisions about the events and activities in their daily lives.***

### Key Responsibilities

- Clients are supported to make choices on their day to day needs
- Clients are supported using Active Support and Quality of Life to make decisions and choices and are supported to have goals and dreams.

### **Key Performance Indicators**

- Read all Quality of Life Plans, sign off annually
- Read all Active Support Plans

- Ensure Gateways policies and procedures are adhered to

#### **DISABILITY STANDARD 4: Privacy, Dignity and Confidentiality.**

***Each clients right to privacy, dignity and confidentiality in all aspects of their life is recognised and respected.***

##### Key Responsibilities

- Provide clients with the opportunities and support to enjoy private space and communications with family members and friends.
- Interact with and support clients in ways which respects their dignity and privacy.
- Maintain the confidentiality of client information at all times in accordance with Gateways' policies.

##### **Key Performance Indicators**

- Ensure Gateways policies and procedures are adhered to

#### **DISABILITY STANDARD 5: Participation and Integration.**

***Each client is supported and encouraged to participate and be involved in the life of the community.***

##### Key Responsibilities

- Support contact and communication between clients and their families and friends.
- Encourage and support clients to undertake regular activities of their choice in the community which are consistent with their Quality of Life Plan, this includes driving Gateways vehicles and / or organising transport, walking with clients to and from activities.
- Support clients with community inclusion

##### **Key Performance Indicators**

- Read all Quality of Life Plans, sign off annually
- Read all Active Support Plans
- Follow directive from Team Leaders

#### **DISABILITY STANDARD 6: Valued Status.**

***Each client has the opportunity to develop and maintain skills and to participate in activities that enable them to achieve valued roles in the community.***

##### Key Responsibilities

- Encourage the clients to develop skills for independent living consistent with their Quality of Life and Active Support Plan.
- At all times behave in ways which promote a positive image of the clients and people with disabilities in general in the community.

## **Key Performance Indicators**

- Ensure Gateways policies and procedures are adhered too
- Read Quality of Life Plans
- Read Active Support Plans

## **DISABILITY STANDARD 7: Complaints and Disputes.**

***Each client is free to raise and have resolved, any complaints or disputes he or she may have regarding the service provider or the service.***

### Key Responsibilities

- Accurately document any concern or complaint raised by a client or their representative and report it immediately to the Team Leader.
- Support clients to raise issues and concerns.

## **Key Performance Indicators**

- Ensure Gateways policies and procedures are adhered too

## **DISABILITY STANDARD 8: Service Management.**

***Each service provider adopts sound management practices which maximise outcomes for clients.***

### Key Responsibilities

- Establish a thorough working knowledge of the relevant Gateways policies and procedures and work in a manner consistent with these at all times.
- Read and sign 11 key policy documents annually.
- Attend all mandatory training, including reading training material and watching DVD's and signing on sign off form.
- Carry out all duties in a way that minimises health and safety risks for clients, staff, visitors and where applicable members of the community consistent with the relevant policies.
- Behave in ways that present a positive and professional image of the organisation when dealing with clients and members of the community.
- Carry out all daily, weekly, monthly domestic duties eg: cooking and cleaning, and any duties as directed by Team Leader or Management.
- Provide and prepare food for clients which is nutritionally sound, varied, adequate in amount, appetising and suited to the individual client's need
- Immediately report any risks which may impact on the client or the organisation to the Team Leader.
- Report all incidents in accordance with the Department of Human Services- Incident Reporting Guidelines.
- Store, administer and document client medication as set out in the Gateways Medication Policy.
- Administer client funds as set out in the Gateways Client Funds policy.
- Purchase food and supplies in a way that is efficient, obtains good value and is appropriate to the clients needs.
- Effectively manage and account for use of work time.
- Work cooperatively and effectively with other members of staff.
- Attend and contribute constructively to staff meetings.

- Participate in training activities as required and take responsibility for self learning and development.
- Participate in regular employee support and supervision sessions with their line manager.
- Participate in an annual formal performance appraisal meeting which will provide a structured opportunity for the employee and their line manager to jointly evaluate the employee's performance.

### **DISABILITY STANDARD 9: Freedom from Abuse.**

***Each client has the right to be free from verbal, physical, sexual and emotional abuse and neglect.***

#### **Key Responsibilities**

- To support clients in a way that prevents clients being exposed to abuse or neglect.
- Immediately report and accurately document any incident, or suspicion of, any form of client abuse or neglect to the Team Leader for investigation.

#### **Key Objectives**

- Provide support to people with disabilities in areas such as personal care, health and well-being, accessing the community, learning independent living skills and by implementing Quality of Life and Active Support Plans.
- Create and maintain an environment that empowers people with disabilities.
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#### **Selection Criteria**

- ❑ Successful experience in working with people with disabilities
- ❑ Valuing attitudes to people with disabilities
- ❑ Productivity
- ❑ Reliability
- ❑ Ability to work as part of a Team and maintain good working relationships
- ❑ Commitment to self improvement and
- ❑ Good written and verbal skills
- ❑ Strong interest in working with people with disabilities
- ❑ Ability to assist people with disabilities in daily living and personal care skills
- ❑ Ability to support people with disabilities and to develop Quality of Life Plans that will assist them to improve their quality of life

### **Terms and Conditions of Employment**

As per the Gateways Support Services Inc and Health Services Union of Australia Disability Services Sector Certified Agreement 2005, plus specific conditions as outlined in the Employment Contract.

- Classification - Residential Support Services Worker.

#### **Pre Employment requirements:**

- A clear Criminal Records Check – in accordance with the Department of Human Services *Pre - Employment and Placement Checks Guidelines - 1998. (8.4)*

- A satisfactory health declaration in accordance with the Gateways Support Services Pre-Employment Policy. (8.4)
- A current Victorian Driver's Licence is desirable.
- Current Workplace Level 2 First Aid Qualification. (8.4)

### **Preferred Qualification**

Certificate 1V in Community Services or other relevant qualification.