

Thank you for your interest in the position of Disability Support Worker with Centacare Catholic Family Services.

Should you choose to apply, your application will be assessed on your related qualifications, experience, skills and knowledge.

The Position Description following outlines the 5 Key Performance Indicators (KPI's) and the essential and desired qualifications required for the position.

**In support of your application it is anticipated that you will:**

1. Submit a covering letter
2. Address each of the 5 KPI's by providing a short statement that demonstrates your experience relevant to the competencies and core responsibilities outlined in the position description
3. Attach or include your up-to-date Resume/Curriculum Vitae and provide contact details of three professional referees with one being for your most recent employer

Please submit your application by the advertised closing date with your Curriculum Vitae (CV) and details of three current referees, either by email or post to:

Georgia Trowse  
Administrative Assistant  
Disability Unit  
Centacare Catholic Family Services  
45 Wakefield Street  
ADELAIDE SA 5000

Email: [gtrowse@centacare.org.au](mailto:gtrowse@centacare.org.au)

## POSITION DESCRIPTION

### Level 1 Disability Support Worker

#### Our Vision

To be a human services organisation which values and respects clients through the delivery of responsive, flexible and effective services

#### Centacare is a Child Safe Organisation

POSITION INFORMATION	
<b>POSITION TITLE</b>	<b>Level 1 Disability Support Worker</b>
<b>RESPONSIBLE TO</b>	<b>The Team Leader of the Service and the Executive Manager of Disability Services</b>
<b>UNIT</b>	<b>Disability Services</b>
<b>AWARD</b>	<b>SCHCADS Award 2010 Social and Community Services Employee</b>
<b>CLASSIFICATION</b>	<b>Social and Community Services Employee, Level 1</b>

POSITION DESCRIPTION
<p>The Level 1 Disability Support Worker is responsible for assisting in the provision of quality direct care services for people with disabilities, who have a range of support needs, including high support. To assist in the provision of services which are community focussed, based around individual client needs, and which ensure positive relationships with families.</p> <p><b>This position description is to be read in conjunction with the Social, Community, Home Care and Disability Services Industry Award 2010.</b></p>

## QUALIFICATIONS & CONDITIONS

<b>Essential:</b>	Certificate III in Disability Services or a commitment to commence undertaking a Certificate III in Disability Services within 6 months of employment.
<b>Desirable:</b>	Experience working with people with a disability and their families. Experience working in community based human service.
<b>Special Conditions:</b>	A current Driver's Licence is essential for this position. You must possess a current Senior First Aid Certificate. You may be required to cover shifts at other unit work sites. You will be required to work outside of normal hours – including weekends, evenings, public holidays and overnight shifts. You must be willing to work extra shifts, as required. You will be required to transport clients in a Centacare Vehicle. You may be required to use your own motor vehicle and comply with the Grey Fleet Vehicle Contract. The continuation of this position is dependent upon State Government funding.

### KEY PERFORMANCE INDICATORS (KPI)

**To competently perform in this position, the person should possess the following knowledge, skills and experience based upon Key Performance Indicators**

#### KPI 1: CUSTOMER SERVICE

Key Competencies	Key Measures
<ul style="list-style-type: none"> <li>Act in a professional manner at all times when dealing with internal and external clients and stakeholders</li> <li>Demonstrate a strong understanding of Centacare and positively promote the organisation both internally and externally</li> <li>Maintain confidentiality on all issues relating to the organisation, clients and colleagues</li> <li>Provide prompt and courteous service to all clients; including colleagues, other services and the community</li> </ul>	<p><b>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</b></p>

<b>KPI 1: CUSTOMER SERVICE</b>	
<b>Key Competencies</b>	<b>Key Measures</b>
<ul style="list-style-type: none"> <li>• Treat all clients with respect and equality, whilst being responsive to their needs</li> <li>• Demonstrate an awareness of diverse cultural needs.</li> <li>• Maintain a professional manner and be responsive to enquiries</li> </ul>	

<b>KPI 2: PROFESSIONAL AND TECHNICAL SKILLS</b>	
<b>Key Competencies</b>	<b>Key Measures</b>
<p><b><i>Work Management</i></b></p> <ul style="list-style-type: none"> <li>• Time management and task prioritisation</li> <li>• Maintenance of accurate client and/ program files</li> <li>• Thorough knowledge of relevant legislation</li> </ul> <p><b><i>Working in Partnership</i></b></p> <ul style="list-style-type: none"> <li>• Ability to develop strong relationships with key stakeholders</li> <li>• Ability to work closely with management</li> <li>• Work collaboratively with local and relevant services</li> <li>• Develop strong relationships with key stakeholders</li> <li>• Contribute to community and professional capacity building by developing networks and knowledge of resources within Centacare and participation in external networks of services and agencies within the relevant sector</li> </ul>	<p><b>Demonstrated knowledge and application of the specific skills required for this position</b></p> <p><b>Demonstrated collaborative work practices</b></p>

<b>KPI 3: COMMITMENT TO ONGOING DEVELOPMENT AND MANAGING CHANGE</b>	
<b>Key Competencies</b>	<b>Key Measures</b>
<ul style="list-style-type: none"> <li>• Effectively balance work, family and personal commitments</li> <li>• Commitment to continual professional and personal development</li> <li>• Demonstrate flexibility and initiative during periods of change</li> <li>• Attend all compulsory training sessions identified by the organisation and undertake other training and development as required</li> </ul>	<p><b>Demonstrated experience and understanding of the need for continuation of both personal and professional development</b></p>

#### KPI 4: TEAMWORK AND COMMUNICATION

Key Competencies	Key Measures
<ul style="list-style-type: none"><li>• Demonstrate the ability to work consistently and positively within a team to achieve positive outcomes</li><li>• Demonstrate a commitment to teamwork and the maintenance of a supportive work environment</li><li>• Work harmoniously with other team members to achieve service delivery excellence</li><li>• Resolve any workplace conflict in a professional manner and through the correct organisational processes</li><li>• Participate in regular and professional communication with the manager and with all relevant colleagues and managers</li><li>• Participate in supervision and support as required</li><li>• Actively participate in the Performance and Professional Development review and Plan as required</li></ul>	<p><b>Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the Organisation</b></p>

#### KPI 5: WORKPLACE RESPONSIBILITIES AND WORK HEALTH SAFETY (WHS)

Key Competencies	Key Measures
<ul style="list-style-type: none"><li>• Be aware of, and practice according to the organisation's mission, objectives, core values and strategies</li><li>• Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation</li><li>• Participate in and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards</li><li>• Support the development and maintenance of a best practice WHS culture within the workplace</li><li>• Participate in and contribute to WHS activities to ensure a safe work environment for clients, community, staff and visitors</li><li>• Adhere to safe work practices</li><li>• Implement actions in WHS plans as required</li><li>• Ensure that all documentation is accurate and completed in a professional and timely manner</li><li>• Coordinate filing and administration in a professional and orderly manner</li><li>• Ensure all records are maintained according to Centacare's WHS policies and procedures</li></ul>	<p><b>Committed to meeting all legislative and organisational responsibilities and working in accordance with policies and procedures</b></p> <p><b>Demonstrated commitment to the professional and timely administration of all documentation requirements</b></p>

**PERFORMANCE MONITORING**

Performance Monitoring and review of the Position Description is managed in accordance with the Performance and Professional Development Policy and Supervision Policy.

The process is implemented through a performance framework that includes:

- Day to day management, communication and continuous feedback from Line Manager
- Annual Performance and Professional Development Review
- Regular Supervision Sessions scheduled between the worker and Line Manager or Supervisor

I have read, understood and accept the responsibilities outlined in my position description.

**Employee Name:** ..... **Signed:**..... **Date:** ...../...../.....

**Executive Manager:** Lachlan Purves **Signed:**..... **Date:** ...../...../.....