

## POSITION DESCRIPTION

**Position Title:** Direct Support Professional

**Classification:** Social and Community Services Employee – Level 2

**Department/Program:** Direct Support

**Report to:** Team Leader

**Location:** Support will be undertaken in the classroom and the community

**Issued:** 28/07/2023

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I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- drivers license status (if applicable)
- NDIS worker screening check
- the capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature:

Date:

### **SALARY**

The classification applicable to the position is Social and Community Services Employee Level 2 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

### **POSITION OBJECTIVE**

The purpose of this role is to work closely with the people we support to promote the dignity, independence, choices, rights and responsibilities of each person and to support the achievement of goals and personal development. The role will require the incumbent to work flexibly across both Direct Support and Inclusion Training departments as directed and may involve an overlap of supports to some participants where classroom learning and community experiences can support each other.

The Direct Support component of this role will be achieved by assisting people to attain a valued identity as a member of their local community through the establishment of valued roles and to develop and extend their skills, competencies and networks within the community. This includes staff being an appropriate role model by ensuring a positive image of people in the community.

The Inclusion Training component of this role will involve assisting the Trainer & Assessor and members of the Inclusion Training Team to deliver quality education programs that meet the individual needs of each student.

Under the supervision of the Trainer & Assessor, you will be directed to provide support to students engaged in planned classroom activities that focus on developing community access skills, life skills, literacy, numeracy and employability outcomes. The role may require you to provide personal care and support when needed.

# Our Values

## **Integrity**

*“To consistently act on sound moral principles”*

**We will act with integrity by:**

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

## **Potential**

*“The inherent ability or capacity for growth”*

**We will see the potential of all persons by:**

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

## **Individuality**

*“A single person regarded as a unique personality, distinguished from others by special qualities”*

**We will embrace individuality by:**

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

## **Relationships**

*“A significant connection existing between people and communities”*

**We will foster relationships by:**

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

**KEY RESULT AREA – Community Supports**

Key Responsibilities	Role Duties
<ul style="list-style-type: none"> <li>• Ensure provision of Direct Supports which facilitate attainment and maintenance of Valued Roles.</li>   <li>• Maintain effective relationships with the Direct Support team in the delivery and evaluation of person-centred plans, goals and community roles for participants.</li> </ul>	<ul style="list-style-type: none"> <li>• Supports will be provided in a manner that promotes the person’s acceptance, belonging, personal growth and contribution.</li> <li>• Enhance competencies and independence through appropriate teaching &amp; learning strategies, including modelling, direct instruction, PCAS, discreet trial training and other techniques.</li> <li>• Enhance the person’s image through supporting valued groupings, activities, personal appearance, use of language and settings.</li> <li>• To support participants to be socially and physically included in their local community.</li> <li>• Understand participants and their goals/aspirations /needs.</li> <li>• Participate in developing, implementing and evaluating supports provided by:               <ul style="list-style-type: none"> <li>○ supporting ongoing relationship development and personal networks with participants and other stakeholders.</li> <li>○ promoting the dignity, independence, choices, rights and responsibilities of each participant being mindful of dignity of risk and duty of care.</li> <li>○ providing support and advocacy with participants ensuring rights, choices and personal decision-making are in accordance with the Disability Act 2006 &amp; the Quality and Safeguards Commission guidelines.</li> </ul> </li> <li>• Liaise with families, carers, advocates and other service providers, as required.</li> <li>• Provide transport for participants.</li> <li>• Complete all administrative tasks associated with the position accurately and promptly, in line with the organisation’s quality management system.</li> <li>• Provide additional feedback on goal progress as required.</li> <li>• Participate in and/or provide relevant training to maintain and increase professional competencies.</li> <li>• Work in line with the participant’s positive behaviour supports strategies &amp; consistent approaches.</li> <li>• Attend scheduled staff training, meetings and other meetings as required.</li> <li>• Exercise appropriate independent judgement relating to participants’ needs when working in the community.</li> <li>• Conduct the role professionally and ethically at all times.</li> <li>• Respond appropriately to emergency situations that may arise.</li> </ul>

**KEY RESULT AREA - In-class supports**

Key Responsibilities	Role Duties
<ul style="list-style-type: none"> <li>Support Trainers and Assessors to deliver programs to participants in classroom and community settings.</li> </ul>	<ul style="list-style-type: none"> <li>Assist the Trainer &amp; Assessor with classroom activities and preparing learning resources.</li> <li>Under the general direction of the Trainer &amp; Assessor support students to participate in daily programs and/or activities.</li> <li>Demonstrate an understanding and application of 'duty of care' for each person supported and exercises judgement with sensitive matters.</li> <li>Support participants' physical and emotional needs and provide support to be socially and physically included in a classroom and their local community.</li> <li>Provide support in line with all other aspects of the disability service standards and the organisation's mission and values.</li> <li>Carry out assigned tasks professionally and ethically.</li> <li>Demonstrate appropriate independent judgement.</li> <li>Demonstrate a proactive and solution-focused approach to their role.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure effective communication channels with all stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve a positive relationship with each person supported using appropriate communication tools.</li> <li>Liaise with families, carers, advocates and other service providers, as required.</li> <li>Feedback received from all stakeholders is positive and complimentary.</li> <li>Low level of complaints from stakeholders.</li> <li>Communicate significant issues to the Supervisor you are working with.</li> <li>Foster positive working relationships with all colleagues and stakeholders.</li> </ul>

**KEY RESULT AREA – Organisational**

Key Responsibilities	Role Duties
<ul style="list-style-type: none"> <li>Ensure that OH&amp;S policies and procedures are strictly adhered to and report any injuries, safety hazards and risks to the Trainer &amp; Assessor immediately</li> <li>Maintain and promote a workplace free from discrimination and harassment of any kind and follow the organisational grievance procedure to report any discriminatory or harassing behaviour</li> <li>Complete all administrative tasks associated with the position accurately and promptly, in line with the organisation's quality management system</li> <li>Provide all other physical supports as required</li> </ul>	<ul style="list-style-type: none"> <li>Reports accidents, incidents and potential hazards immediately to the Trainer/Team Leader/Manager or the OH&amp;S Committee Chair or any member.</li> <li>A workplace free from discrimination &amp; harassment.</li> <li>Adheres to and complies with the OH&amp;S Safety regulations.</li> <li>Takes reasonable care of the health and safety of self and others.</li> <li>Administrative duties completed in the timeframe allocated.</li> <li>NDIS compliance notes only include relevant &amp; factual information.</li> <li>Communication (written and verbal) is appropriate, respectful and professional.</li> <li>Provides relevant, clear and factual written information in reports.</li> </ul>

**KEY RESULTS AREA – Organisational (Continued)**

Key Responsibilities	Role Duties
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	<ul style="list-style-type: none"> <li>• Ensure the following is completed in the timeframe required and through the appropriate supervisor: <ul style="list-style-type: none"> <li>○ goal monitoring notes, communication &amp; administration of medication records where appropriate.</li> <li>○ all quality forms, in particular timesheets, stakeholder feedback sheets, incident reporting, register of injuries,</li> <li>○ All other administration and documentation as required or as requested.</li> <li>○ Attending to personal care and hygiene needs</li> <li>○ Performing manual handling related to the transferring of people we support</li> <li>○ Assisting with meals</li> <li>○ Assisting with communication</li> <li>○ Assistance with medication</li> <li>○ Assisting with mobility</li> <li>○ Other support as required</li> <li>○ Duties are completed in accordance with Inclusion Melbourne policies and procedures and in line with directives.</li> </ul> </li> </ul>
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**KEY RESULTS AREA – Our Team & Customer Service**

<b>Key Responsibilities</b>	<b>Role Duties</b>
<ul style="list-style-type: none"> <li>• Perform duties in a trustworthy manner and accept personal responsibility for all actions.</li> <li>• Attend and participate in relevant meetings.</li> <li>• Contribute to the development of both the Inclusion Training and Direct Support Teams ensuring communication is positive and effective.</li> <li>• Proactively support other team members.</li> </ul>	<ul style="list-style-type: none"> <li>• Support key business functions of the organisation, ensuring a positive public image of Inclusion Melbourne is presented at all times.</li> <li>• Models &amp; provides excellent customer service to all stakeholders.</li> <li>• Models' high standards of teamwork.</li> <li>• Openly supports and respects diversity within the team.</li> <li>• Works with team members to assist in planning the achievement of team timelines, goals and outcomes.</li> <li>• Able to articulate a comprehensive knowledge of all aspects of Direct Support &amp; Inclusion Training's services.</li> <li>• Communication with the Team is positive and effective.</li> </ul>
<ul style="list-style-type: none"> <li>• Participation in scheduled performance reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Performance review conducted in accordance with the relevant policy</li> <li>• Active participation in supervision meetings</li> <li>• Feedback is accepted in an open and receptive manner.</li> </ul>

## KEY RESULTS AREA – Our Team & Customer Service (Continued)

Key Responsibilities	Role Duties
<ul style="list-style-type: none"> <li>• Demonstrate and uphold IM Values</li> <li>• Proactive Customer Service (internal &amp; external)</li> <li>• Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented at all times</li> <li>• Ensure effective communications with all stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Values of Inclusion Melbourne are incorporated into daily work practices</li> <li>• Excellent customer service to all stakeholders</li> <li>• Positive customer feedback</li> <li>• All communications are positive and effective</li> <li>• Displays a commitment to open communication</li> </ul>

### **ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Team Leader Direct Support and Campus Team Leader

**Supervision:** Nil

**Internal Liaisons:** Inclusion Training staff  
Direct Support Department  
All cross-department staff

**External Liaisons:** People we support and their families  
Family & carers  
Community members  
Service providers  
Members of the public  
Employers

### **ACCOUNTABILITY**

- Responsibility for reporting immediately any change in the participants' well-being.
- Responsible for providing high-quality and reliable support in accordance with the guidelines.
- Responsible for undertaking work in accordance with Occupational Health and Safety guidelines.
- Responsible for accurate and consistent recording of progress notes.
- Submission of all paperwork, forms & timesheets by designated date and time.
- Responsible for notifying the Team Leader/Manager immediately of any difficulties in performing duties during the day.

### **EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING**

- Direct Support Professionals are instructed to carry out specific tasks as allocated within the classroom and in the community within defined time limits. however, some flexibility is provided to meet specific needs.
- To work within the guidelines and direction of the Team Leader, Trainer & Assessor and Inclusion Training / Direct Support management.
- To exercise professional judgement and discretion when faced with a range of situations and to manage the situation competently and professionally in accordance with the degree of authority of the role.
- Staff are expected to seek guidance and support where they feel unsure of the correct process to follow.

## **KEY SELECTION CRITERIA**

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

### **Essential**

- Compliance with the Victorian Government/Education Department Vaccination Guidelines and Inclusion Melbourne's Vaccination Policy.
- An ability to carry out the physical requirements of the role as outlined below.
- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships.
- Knowledge, understanding and acceptance of the purpose of the organisation.
- Well-developed interpersonal skills.
- Demonstrated problem-solving, planning and operational skills.
- A flexible and effective approach to working within a team environment, including working across both the Direct Support and Inclusion Training departments flexibly.
- The ability to build rapport with a diverse range of people.
- Excellent written and verbal communication skills.
- Must have a smartphone (iPhone/Android) with the capability to download & utilise Software Applications to receive shifts and information.
- Victorian Drivers Licence and access to a roadworthy vehicle.

### **Desirable**

- Relevant qualifications e.g. Certificate III Individual Support or Certificate IV in Disability.
- Appropriate support experience.
- Experience in a learning environment and community setting.
- Understanding of people with disability.
- Understanding of issues associated with the not-for-profit sector.
- Experience and ability to work with volunteers and community members.

### **Physical requirements**

- Ability and willingness to do physically demanding work i.e. assisting with direct care.
- Support in changing, dressing, lifting & transferring people we support.
- Ability to push adults in wheelchairs.
- To be physically and emotionally fit and have the ability to meet all of the requirements of the role.

### **QUALITY AND CONTINUOUS IMPROVEMENT**

Inclusion Melbourne adopts a continuous improvement approach in all services provided to external and internal customers, and in all policies, processes and procedures. All staff members are required to display commitment to, and to participate in continuous improvement by constantly seeking to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

## **PRIVACY, SECURITY & CONFIDENTIALITY**

Inclusion Melbourne acknowledges and respects the privacy of individuals and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support, employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.



## GENERAL INFORMATION

### **Training & Development**

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any mandatory training courses offered at Inclusion Melbourne. Staff are also required to show others how the systems under their control operate.

### **Occupational Health, Welfare and Safety**

The Board and management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, participants, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

### **Policies & Procedures**

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality portal SharePoint system. It is expected that all staff familiarise themselves with the organisation's policies and procedures.

### **Conditions of Employment**

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer to the Conditions of Employment policy.

### **Probationary Appointment**

In accordance with the provisions of the Fair Work Act and Regulations, a six month probationary period will apply, to relevant positions.

### **Superannuation**

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

### **Salary Packaging**

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – [customerservice@accesspay.com.au](mailto:customerservice@accesspay.com.au)
- Fax – 1300 361 498

### **Long Service Leave**

Long Service Leave is provided for in the National Employment Standards (NES), the Long Service Leave Act 2018 and Inclusion Melbourne's Conditions of Employment policy.

### **Annual Leave**

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

### **Personal/Carer's Leave & Compassionate Leave**

Personal/carer's leave and compassionate leave are provided for in the National Employment Standards (NES) and

Inclusion Melbourne's Conditions of Employment policy.

### **Ceremonial Leave**

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

### **Parental Leave**

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

### **Purchase Additional Leave**

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

### **Designated Breaks**

It is a long-established custom and practice of Inclusion Melbourne (and prior to that Gawith Villa) to close for business over the Christmas/New Year period and during designated staff professional development days. Staff should discuss specific work requirements with their manager. A calendar will be developed for each business unit and will be distributed to staff each year, identifying dates of service closure and public holidays.

### **Termination of Appointment**

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee. The period of notice is as follows:

- |   |         |
|---|---------|
| • 1 year or less                              | 1 week  |
| • 1 year and up to the completion of 3 years  | 2 weeks |
| • 3 years and up to the completion of 5 years | 3 weeks |
| • 5 years and over                            | 4 weeks |

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service are entitled to an additional week's notice.

### **Serious Misconduct**

When an employee is terminated on the grounds of serious misconduct, the employer doesn't have to provide any notice of termination. However, the employer does have to pay the employee all outstanding entitlements such as payment for time worked, annual leave and sometimes long service leave. Serious misconduct involves an employee deliberately behaving in a way that is inconsistent with continuing their employment. Source reference: *Fair Work Act 2009 s.117*

### **Right to Work in Australia**

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

### **Smoke Free Work Place**

The organisation has a "No smoking" policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisational vehicles.

### **NDIS Worker Screening Check**

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

### **Vaccination Requirement**

It is a condition of employment that employees comply with the Victorian Public Health Order advice relating to COVID-19 vaccination and Inclusion Melbourne's vaccination policy. Evidence of vaccination (or relevant medical exemption) is required.

### **Other Employment or Conflict Of Interest**

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne
- (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- results in you using confidential information
- (e.g. client contact details) for competitive purpose or personal gain;
- otherwise adversely affects Inclusion Melbourne; or
- Affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

### **Return of Documents & Property**

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

### **Use of Private Vehicles for Work Related Activities**

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work related nature of the vehicle usage.

### **Risk Management**

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

### **Equal Opportunity & Diversity**

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.