



Exceptional Care For You

**JOB TITLE** Disability Support Worker  
**DATE** 2023 / 2024  
**REPORTS TO** Operations Manager / Director

## POSITION DESCRIPTION

**Purpose of role** To provide exceptional care to clients in the community to assist them to reach their potential and provide support for loved ones.

**Main duties and responsibilities**

- To provide physical and emotional support for clients and their families
- To assist with household tasks and personal care
- To assist with transport and or companionship for clients
- Support health care needs including regular checks and assist with medication administration as required if trained to do so
- To ensure all administrative requirements of Exceptional Care For You and legislative requirements relevant to your role are met
- To ensure issues of concern, such as change in client's condition and or safety concerns are notified to Exceptional Care For You as soon as possible
- To work as part of a team
- To ensure the workplace is left in a clean and tidy state
- To ensure safety of the client, their significant others and team members at all times by adhering to safe practices
- To ensure that your behaviour in the workplace ensures the workplace is free from any form of discrimination
- To enact the values of Exceptional Care For You, commitment, excellence, tolerance, compassion and teamwork in every moment of care delivery
- To respect colleagues, managers, clients and client's families and other allied health providers at all times
- To utilise your exceptional communication skills at all times

## Other duties

Fulfil other duties as required by management

## PERSON SPECIFICATION

- |                                  |  |
|----------------------------------|--|
| <b>Qualifications</b>            | <input type="checkbox"/> Certificate III or IV in individual support   |
|                                  | <input type="checkbox"/> Or relevant experience  |
| <b>Experience</b>                | <input type="checkbox"/> Experience in delivering care in the community or a related field.  |
| <b>Knowledge</b>                 | <input type="checkbox"/> Knowledge of legislative requirements of working in disability and aged care.   |
| <b>Skills &amp; competencies</b> | <input type="checkbox"/> <b>Customer service focused:</b> committed to providing exceptional customer service  |
|                                  | <input type="checkbox"/> <b>Communication:</b> the ability to communicate clearly and concisely, varying communication style depending upon the audience.  |
|                                  | <input type="checkbox"/> <b>Teamwork:</b> willingness to assist and support others as required and get on with team members.   |
|                                  | <input type="checkbox"/> <b>Time management/organisation:</b> accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner. |
|                                  | <input type="checkbox"/> <b>Compassion:</b> to show compassion in all care delivery moments and interactions with loved ones.  |
|                                  | <input type="checkbox"/> <b>Ability to respect and maintain privacy and confidentiality;</b> ensure the client's privacy is respected at all times and all details of care are maintained confidential.          |
| <b>Personal attributes</b>       | <input type="checkbox"/> Professional approach   |
|                                  | <input type="checkbox"/> Ability to work under pressure  |
|                                  | <input type="checkbox"/> Organisational and time management skills   |
|                                  | <input type="checkbox"/> Excellent attention to detail   |
|                                  | <input type="checkbox"/> Confident manner  |
|                                  | <input type="checkbox"/> Positive approach to change   |
|                                  | <input type="checkbox"/> Great communication skills  |
|                                  | <input type="checkbox"/> Pleasant disposition  |
| <b>Other</b>                     | <input type="checkbox"/> Driver's license (preferred)  |
|                                  | <input type="checkbox"/> Car insurance if driving clients  |

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business