**ROLE DESCRIPTION**

**Role:** Disability Support Worker, CAS  
**Reports to:** Manager, CAS  
**Role Family:** Care Services  
**Level:** C (AQF 2)

**Organisational Context:**
Cerebral Palsy Alliance (CPA) is the largest non-government provider of disability services in NSW and the ACT, providing a range of services to people with cerebral palsy and other disabilities. These client services include accommodation, therapy, technology, supported employment, community access and support. Services are delivered to around 5,000 clients annually and currently operate in a highly decentralised model through 55 separate outlets.

CPA’s research institute is based at the University of Notre Dame University in Darlington. Its mission is to conduct high quality research to reduce the prevalence and severity of cerebral palsy and enhance the health and wellbeing of people with cerebral palsy.

CPA’s corporate support services include human resources management, organisational development, financial management and accounts, fundraising, marketing and events management and general administrative support and are based at the Allambie Heights campus. Their primary function is to provide the organisation with the necessary resources and support that will assist all client services areas to achieve CPA’s overall mission and strategic direction.

CPA currently employs 1100 staff, 175 of whom are supported employees.

The Community Access Services team provide a range of day services for people with moderate to severe singular and multiple disabilities. There are seven services located across the Sydney metropolitan area and Newcastle. These outlets provide a service to approximately 155 people, 18 years and over. Services include community access, education, recreation, skill development and individual personal support.

**Purpose, Nature and Scope of the Role:**

This role is for direct care staff that have gained experience and/or have completed AQF1 level training. The role involves supporting the health and care needs of clients/members as well as assisting in the facilitation of activities that enable clients/members to have their individual needs and goals met.

Under regular supervision, Disability Support Workers undertake a range of activities that support client/member participation and development, whilst ensuring that WHS standards are maintained.

**Organisational Relationships:**
This role reports to the CAS Manager who in turn reports to the Divisional Manager. The organisation has the highest preference for seeing employees move to more senior roles of responsibility and remuneration, where such vacancies exist. There are currently 18 Level D Disability Support Workers roles across the seven sites.

Core Competencies of the Role:

- Organisational Knowledge
- Leadership/Teamwork
- Interpersonal Skills/Communication
- Problem Solving/Decision Making
- Legislation/Standards/Practice
- Service Delivery

Professional Learning & Development:

Cerebral Palsy Alliance has a strong commitment to providing our employees with evidence–based, responsive professional development which includes the delivery of nationally accredited courses through its Registered Training Organisation.

It is compulsory for all new employees to complete Cerebral Palsy Alliances, Orientation and Induction Program in accordance with the current action PACT Learning Calendar. For further information please visit [http://www.cerebralpalsy.org.au/our-services/education-and-consultancy/actionpact-learning](http://www.cerebralpalsy.org.au/our-services/education-and-consultancy/actionpact-learning)

Each employee must also ensure that learning and development, as outlined in the Annual Performance Appraisal, including knowledge of current Cerebral Palsy Alliance policies and procedures, is maintained.

Interpersonal relationships may include:

Internal:

Members/clients
CAS staff
CAS leadership team
Other staff, members and service partners within Cerebral Palsy Alliance

External:

Families/carers
Local community
Other disability services
Advocacy groups

Role Dimensions:
Staffing:

Direct Reports:  Nil
Indirect Reports: Nil

Budget:  Nil
<table>
<thead>
<tr>
<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
</tr>
</thead>
</table>
| Organisational Knowledge                  | Has a general understanding of the mission and values of CP Alliance.  Has a general understanding of CP Alliance’s Key Result Areas and Strategies.  Has a general understanding of the services/programs/departments within the organisation.  Has a general understanding of CP Alliance policies and procedures. | • Able to describe in general terms, the policies and procedures affecting their roles  
• Can articulate the mission and values of CP Alliance  
• Has a general understanding of CP Alliance’s Strategic Plan  
• Understands the roles of the different departments/services  
• Operates from Code of Conduct in line with policies and procedures |
| Leadership/ Teamwork                      | Ability to work with minimal supervision.  Checks and guides the work of less experienced staff.  Becoming self-reliant.  Provides coaching on the job.  Works collaboratively as part of team. | • Accepts and responds to directions  
• Actively contributes to team planning, staff meeting and support sessions  
• Actively contributes to a culture of teamwork  
• Recognises and utilises other team member skills and expertise  
• Identifies the need for support and seeks assistance to resolve issues  
• Meets required responsibilities as per role  
• Supports colleagues in their roles and responsibilities  
• Provides peer feedback for other staff appraisals |
| Interpersonal Skills/ Communication       | Deals with non-routine enquiries via phone and handles routine documentation in a timely manner and interacts with others via the use of documentation.  Minimises conflict. | • Maintains accurate documentation  
• Communicates in an respectful and professional manner  
• Uses basic conflict resolution principles to handle situations in the workplace  
• Assist clients/members to liaise with professionals regarding individual and service delivery needs |
| Problem Solving / Decision Making/ Research| Recognises and resolves simple problems/discrepancies within own work.  Solves related problems in work area using problem solving techniques that go beyond set procedures.  Seeks supervisor’s assistance only when necessary.  Adjusts own work accordingly.  Varies own work schedules, seeking support for specialised help. | • Demonstrates initiative in identifying and resolving problems, referring complex issues to supervisor  
• Accurately refers complex issues to supervisor  
• Prioritises essential duties, organises work schedule and manages time to fulfil work requirements  
• Assesses quality of service delivery and actively promotes areas for improvement of service delivery |
<table>
<thead>
<tr>
<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
</tr>
</thead>
</table>
| Legislation / Standards/ Practice | Adheres to all relevant standards and government legislation e.g., WHS, Disability Services Act, and Disability Service Standards. | • Demonstrates working knowledge of WHS responsibilities, policies and procedures within organisation  
• Accurately completes risk, accident and incident reports  
• Reports issues of WHS and duty of care to supervisor  
• Performs role using safe work practices:  
  • Infection control procedures  
  • Manual handling procedures  
  • Transfer notes  
  • Mealtime management plans  
  • Medication  
  • Identifies and reports all policy/procedural breaches |
| Qualifications/ Experience | Year 10/TAFE Certificate II in Welfare Studies or equivalent work experience.  
  Apply First Aid Certificate.  
  Holds Class C drivers license | • Intermediate numeracy and literacy skills  
• Intermediate computer skills – Word/Excel |
<table>
<thead>
<tr>
<th>Service Delivery Management</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Supports a client's independence and self-determination while providing personal care support in the areas of communication, mealtime management and personal hygiene. Administers medication only after completing competency training. Has a broader understanding of the range of individual client needs and able to work with clients to identify these. Is able to assist clients with the resolution of simple problems/ issues. Supports a client's community participation and assist in the organising of outings. Continues to provide support to clients to attend medical services e.g. Doctors &amp; hospital; assisting clients needing support for shopping, basic maintenance of equipment and general household duties. Presents a positive image of clients in the community.</td>
<td>Personal Care:  - Accurate completion of shift duties  - Assists in all personal care tasks:  - Toileting  - Eating/drinking  - Grooming  - Repositioning in and out of wheelchairs  - General mobility  - Supports individuals participation in outings and during activities  - Monitors health and wellbeing of clients/members, reporting any concerns to supervisor  - Completes individual needs charts for clients/members  - Administers medication according to CP Alliance policies and procedures  - Accurately follows treatment and care plans to meet the medical needs of clients/members. General household duties:  - Undertakes cleaning duties as per roster  - Prepares food/drinks as per recommended procedures. Transport:  - Safely loads/unloads vehicles  - Reports any incidents and maintenance requirements  - Has completed Site Drivers Orientation  - Can drive members/clients in CP Alliance vehicles as required. Individual Equipment:  - Performs basic cleaning of equipment  - Reports maintenance requirements. Individual Service Plans:  - Supports clients/members to identify personal goals  - Advocates on behalf of individuals to create the ISP  - Supports clients/members to work towards fulfilment of goals. Administration:  - Completes paperwork as required  - Attends training as directed  - Attends meetings and supervision sessions as directed.</td>
</tr>
</tbody>
</table>
Summary of Knowledge, Skills, Experience and Values:

Essential:

- Commitment to the rights of people with disabilities
- Commitment to learning and development
- Understanding of, and commitment Workplace, Health and Safety principles
- Current Apply First Aid Certificate within three (3) months of commencement
- Current Class drivers licence (P2 or above)
- Intermediate numeracy and literacy skills
- Intermediate computer skills – Word, Excel, Internet and Outlook
- Minimum of 500 hours experience working with people with disabilities
- Knowledge of, and ability to implement the Disability Services Act and Standards
- Certificate III in Disability Works or greater, or willing to undertake within specified time frame.

Desirable:

- Experience in designing and delivery of programs/activities suitable for people with disabilities.

STATEMENT OF DUTIES

People and Culture does not require a Statement of Duties. However, where duties vary amongst employees with the same (or generic) role description, the manager may choose to attach a detailed statement of duties to the role description.