



## **Disability Support Worker - Job Description**

### **Organisational Context**

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My Ability Pathway Pty Ltd (MAP) provides a range of accommodation, home and community-based services to individuals with a disability (participants) under the NDIS, in regional South Australia. Our philosophy is to provide real-life support to participants for their life, in the real world.

Our aim is to have a workforce that is stable, committed, supported and fulfilled. We offer competitive rates, regular shifts (where possible) and other employee incentives to demonstrate our commitment to achieving this within our workforce. In return we seek a workforce that is proud, resourceful, skilled, active and driven to provide the best service to our participants.

### **Vision Statement**

We believe passionately in the power of a connected community and that everyone has a right to live an enriched life

### **Values Statement**

Helpful

Active

Connected

Adaptive

Supportive

### **Objectives**

To empower participants to use choice and control in pursuing their goals.

To offer a range of high-quality services with real-life benefits and easy access.

To develop a sense of mastery over life's circumstances

**Participants are, and always will be, our priority.**

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## ***Skills and experience***

### **Essential:**

- Be available to be rostered for flexible hours/shifts, including weekend rosters and sleepovers
- Demonstrated experience working or background in Disability or Aged-Care sector
- Have basic computer skills (ie: can use Microsoft Outlook, Microsoft Word, etc.)
- Excellent interpersonal and communication skills both verbal and written
- Current Australian drivers license
- DHS Working with Disability/Vulnerable People check (Employee Registration and not volunteering)
- National Police Check (issued less than 6 months ago) or willingness to obtain.
- Current First Aid Certificate (or willingness to obtain)
- Smart Phone for rostering and timesheet purposes

### **Desired:**

- Certificate in Disability / Individual Support or working towards it.
- Experience with mental health and/or complex and challenging behaviours will be highly regarded.
- Administration of Medication Training
- Infection Control Certificate
- Manual Handling certificate / Training records

### **Benefits:**

- Varied shifts across our services.
- Warm and genuinely supportive environment and supervision
- Training and professional development opportunities to build your career
- Excellent work/life balance
- Competitive pay rates

### ***Responsibilities:***

#### **As a Disability Support Worker, you will be required to**

- Assist participants with daily activities, domestic assistance, personal care and community access.
- Follow care plans and ensure that our participants work towards their NDIS goals, dreams, and aspirations.
- Assist participants on supported holidays at various locations around Australia.
- Develop and maintain a safe work environment.
- Focus on the person-centred pathway for our participants.
- Work with all levels of the organisation to ensure that quality services are being provided.

#### **Daily activities include assistance with**

- Personal care - showering, dressing, grooming
- Household tasks -cooking, household cleaning and laundry
- Skill development - shopping, cooking, catching public transport
- Transport - transport to appointments and/or shopping
- Social & Community participation - engage in the community, meet people.

**Customer Relationships**

- Be responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis.
- Develop a trusted relationship with key accounts, customer stakeholders and participants.
- Enhance our reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to participants plans.
- Share responsibility for onboarding and integrating new clients and developing existing client relationships.
- Understand and take a role in implementing company policies, strategies, and procedures.

**Reporting**

- Complete accurate participant notes as required for service delivery and hand over.
- Ensure the timely and successful delivery of our services according to participant needs and goals
- Clearly communicate the progress of monthly initiatives.
- Monitor participant’s usage of their plans
- Document and report WHS and Incidents to management accurately and in a timely manner.
- Update client case notes according to identified timeframes

**I acknowledge that I have read and understand the above job description in its entirety and can perform all the stated requirements.**

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Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Employer (or on behalf of) name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date