



APPLICATION PACK

My Career Life at Hale Community Support

Making a difference to another person's life is one of the most rewarding things a person can do and that's something disability support workers do every day.

Other benefits include:

- Variety: each day is different to the next;
- Work-life balance: the hours vary, so they can be arranged to suit your schedule;
- Challenge: the work is not always easy, but the personal rewards of changing someone's life are significant;
- Job opportunities: the rollout of the National Disability Insurance Scheme (NDIS) has resulted in a jobs boom in the next three years alone.

A warm welcome to the 2020 edition of HCS Application for Recruitment and Training handbook. HCS is committed to the training and development of disability support workers and we are delighted that you are considering disability support worker as a career. Our Human Resources Unit co-ordinates a centralised application process for disability support workers wishing to undertake further on-the-job trainings or a voluntary exchange program. This is known as the Career Building program. This Handbook has been designed to assist you in preparing and applying for a Disability Support Worker position within Hale Community Support or an opportunity to work as a volunteer. Recruitment is a competitive process and it is important to ensure that you submit the best application possible to optimise your chance of success. In regard to your choices about potential locations for employment, my best advice is to keep your mind open to the many options and locations available to you for your induction training. Disability Support Worker is an outstanding career, and provides the opportunity to be part of something wonderful with the ability to make a difference to the lives of people with disabilities (both children and adults) and their families.

I'd like to take this opportunity to wish you well as you embark on this new stage in your career.

Yours sincerely,



Afamasaga Pou Ioane
CHIEF EXECUTIVE OFFICER



**A WARM WELCOME TO HALE
COMMUNITY SUPPORT
(HCS), A PROVIDER THAT
PROMOTES ZERO
TOLERANCE OF ABUSE**



HOW TO BECOME A DISABILITY SUPPORT WORKER

Hale Community Support is a small to medium sized organisation striving to become a reliable NDIS disability provider that provides choices for people living with a disability or other personal need, enabling them to regain and retain their independence within a supportive community.

For years we've been trusted to provide care for people who need only simple support, or who have very high and complex needs. As a, we use our fundraising and income from our operations to deliver major programs which are not eligible for government funding, all because we see the amazing impact these services make in people's lives. By joining our team, you become a part of our organisational efforts.

Our workplace needs you...

Significant changes are occurring across our accommodation and respite models as to provide a safer and happier environment for our participants.

These are driven by phenomenal growth in the number of Australians requiring care, different approaches to funding, such as the introduction and implementation of the National Disability Insurance Scheme (NDIS), and higher expectations from consumers.

Within the next few years the number of Australians with disabilities requiring care will skyrocket. This will create unprecedented demand for you as a personal carer.

At the same time, the landscape is changing for the disability and home and community care sectors. For example, people with a disability are now taking greater control over their own care and have greater freedom of choice. These changes will provide new and additional employment opportunities.

Your suitability

We recognise it takes a special person to want to give back to the community and help those who need extra support to maintain their independence. Disability support work is a career well suited to a wide range of backgrounds including students, those wanting to work while caring for a family, or someone who wants full time employment with opportunities for career advancement. Or maybe you've had previous experience working with people with a disability, or an interest in supporting people to achieve their life goals.

You can be any adult age, male or female, just as long as you're in good physical health and would be willing to undergo further training when needed. It also requires you to be comfortable in helping others, especially with intimate tasks which may include helping consumers to bathe, dress, eat and go to the toilet.

Here's a quick checklist of the traits we've found in many of our happiest support workers, does this sound like you?

- compassionate, kind and caring in nature
- enjoy working with people and helping others, rewarded by doing good
- a genuine interest in people and building relationships
- reliable and responsive
- strong work ethic
- patient
- down to earth
- flexible, practical problem solver
- deal with conflict well
- willing to do what is needed
- willing to learn or take instruction

Essential requirements

To work at Hale Community Support, ideally you have:

- demonstrated experience as a disability support worker in a community or in-home setting
- a citizen of Australia / NZ and eligible to work in Australia
- a Certificate III or IV in Disability or similar (or be willing to undergo further training to improve your skills)
- an ability to create supportive and professional working partnerships with consumers to promote their independence

- excellent interpersonal skills including working positively with others, problem solving and dealing with conflict
- a current Level 1 First Aid certificate (or be willing to obtain)
- a satisfactory current Police Check and a Working with Children Check
- a current driver's license (considered favourably)

POSITION DESCRIPTION

DISABILITY SUPPORT WORKER

Job Title:	Disability Support Worker	Award	Social, Home Care and Disability Services Industry Award – Not for Profit
Hale Community support (HCS or Hale)			
Mission	Hale seeks to provide the best possible services and support people with disabilities and their families to achieve their goals in life. Hale is committed to efficient and effective services which are individualized, responsive and delivered within a framework of respect for human rights.		
Vision	To empower the ability of individuals to inclusively make a change where you belong as a family and community, embracing diversity.		
POSITION OVERVIEW			
DESCRIPTION OF HCS			
<p>Hale provides services for people with a disability, injury and / or mental health condition across western suburbs of Sydney.</p> <p>These services include Respite, Permanent Accommodation (SIL), Drop-in support, Home Care, Transport, Day Program Services (community access) and Support Coordination.</p> <p>The Disability Support Worker is a valued member of HCS and contributes to the development of service practice through regular staff meetings, planning processes and policy reviews. All service delivery must be in line with the Policies and Procedures of the organisation and the requirements of the <i>NSW Disability Inclusion Act 2014</i>, <i>National Disability Insurance Scheme Act 2013 (the Act)</i> and <i>National Disability Insurance Scheme (Quality and Safeguards Commission and Other Measures) Transitional Rules 2018</i>.</p>			
Responsibilities and Duties		KPI's	
CLIENT SERVICES			
<ul style="list-style-type: none"> • Support clients to participate in age appropriate activities and tasks including in home support and community access. • Support clients to access activities and outings in community • Provide direct care assistance to each client in accordance with their service plan and as directed by Senior DSW or Team Leader. • Work in accordance with the medication administration policy, health and safety procedures and client rights including privacy and confidentiality. • Monitor the safety and wellbeing of the clients and report any concerns to the Team Leader. • Provide 1:1 small group training and support in response to individual client needs. • Ensure completion of appropriate documentation. Relevant information on support provided is to be recorded in client 		<ul style="list-style-type: none"> • Clients receive appropriate levels of support essential to promote and maintain independence and participate in age appropriate activities • All clients receive a high level of care and support as per Individual Support Plan. • Personal care is provided to clients in a caring and supportive way. • Documented evidence demonstrates that service procedures are followed. • All policies and procedures are followed. 	

<p>notes and communication book as required.</p>	
<p>OPERATIONAL</p> <p>Participate in the Individual Support Planning process for individual clients and monitor outcomes.</p> <p>Work with clients, family/carers, relevant support coordinators and other professionals to support the client's individual goals.</p> <p>In conjunction with other members of staff assist in developing, implementing and evaluating training and behaviour programs to attain identified individual goals.</p> <p>Ensure that all programming undertaken is appropriately maintained, documented and reviewed.</p> <p>Assume the role of key worker for designated clients, including the preparation of a monthly report on client progress.</p>	<ul style="list-style-type: none"> • Records demonstrate that clients have received correct medical and dietary intakes as prescribed by medical practitioners and as per policy and procedures. • Client files are updated and reviewed and health care and behavioural support plans are in place as required. • Documentation of ISP plans and reviews are sighted by the Team Leader. • Client issues and complaints reported during staff meetings.
<p>STAFF/TEAM</p> <ul style="list-style-type: none"> • Liaise extensively with other staff to ensure the overall smooth and consistent running of the service. • Report regularly to the Senior DSW & Team Leader. • Actively contribute to a team environment through open communication, participation in regular staff meetings, planning processes and policy review. Provide back up and support to other staff as necessary. • Participate in Performance Development meetings to identify ongoing training and support opportunities. • Maintain petty cash and accurate records of all expenditure. • Notify HCS if you are unable to work your rostered shifts, with as much notice as possible. • Contribute to client reviews in team meetings 	<ul style="list-style-type: none"> • Daily documentation completed (ie diaries and daily statistics). • A high level of communication with the Manager is maintained including advising of any potential risks to clients or the organisation. • Induction, WHS, Manual Handling, Medication and Infection Control training are undertaken on commencement. • Other training is undertaken as required. • Documentation is completed and maintained as per procedures. • Sufficient notice (as much notice as possible) is provided for all rostered shifts you become unable to work. • The Employee Code of Conduct is adhered to.
<p>WORK HEALTH AND SAFETY</p>	<p>KPI's</p>
<ul style="list-style-type: none"> • Participate in staff consultation processes around HCS's Work Health and Safety Policy and relevant specific work practices. Undertake compulsory WHS training • Ensure all Hazards are Manual handling (including use of hoists and positioning) • Infection control • Administration of Medication • Other safe working procedures as required. • Complete training and undertake competency-based checks prior to working with clients 	<ul style="list-style-type: none"> • All WHS instruction and procedures are followed exactly. • Complete all compulsory training and submit all induction paperwork to Human Resources before commencement of active shifts. • Induction, WHS, Manual Handling, Medication and Infection Control training are undertaken on commencement. • Other training is undertaken as required.

<p>assessed as having high support needs related to challenging behaviours and personal care needs.</p> <ul style="list-style-type: none"> • Be vigilant in monitoring individual work practices and report any concerns with respect to health and safety immediately to HCS. • Notify the Team Leader immediately in the event of equipment failure. Do not undertake any lifting against directions. • Report all hazards to supervisor promptly on appropriate form. • Report all injuries promptly. • Carry out all duties with diligence and due care for personal safety and the safety of others. • Ensure the safe usage of the wheelchair accessible bus. 	
<p>INFORMATION TECHNOLOGY</p>	<p>KPI'S</p>
<ul style="list-style-type: none"> • Daily use of computer systems and software programs to ensure effective service delivery, communication and storage information. 	<ul style="list-style-type: none"> • Effectively performs all necessary tasks using internal and external electronic systems and software.
<p>CORPORATE RESPONSIBILITIES</p>	
<ul style="list-style-type: none"> • Display a commitment to the Mission, Vision and Values of HCS. • Have a commitment to team work and contribute to the team and organisational performance. • Ensure that the Disability Code of Conduct is adhered to at all times. • Ensure that all policies, procedures and work practices are adhered to at all times. 	
<p>PERSONAL QUALITIES</p>	
<ul style="list-style-type: none"> • Being adaptable to changing circumstances and being able to prioritise work. • Client focused and person centred. • Commitment to social justice and inclusion and valuing difference and diversity 	
<p>PHYSICAL CRITERIA</p>	
<ul style="list-style-type: none"> • Frequent lifting up to 16kg • Frequent bending at knees and/ or hips. • Kneeling • High grip strength (above 15kg / 50%) • Good cardiovascular fitness. • Standing for long periods • Ability to reach overhead • Ability to reach below knee height • Ability to reach forward • Sitting for long periods • Bilateral lift 10kg • Unilateral carry 10kg • Frequent pushing / pulling 	
<p>CRITERIA</p>	
<p>ESSENTIAL</p>	

- demonstrated experience as a disability support worker in a community or in-home setting
- a citizen of Australia / NZ and eligible to work in Australia
- a Certificate III or IV in Disability or similar (or be willing to undergo further training to improve your skills)
- an ability to create supportive and professional working partnerships with consumers to promote their independence
- excellent interpersonal skills including working positively with others, problem solving and dealing with conflict
- a current Level 1 First Aid certificate (or be willing to obtain)
- a satisfactory current Police Check and a Working with Children Check
- a current driver's license (considered favourably)

DESIRABLE

- Certificate III or IV in Disability or other relevant qualification or working towards obtaining qualification within 12 months.
- Experience in the delivery of personal care services and/or challenging behaviours is viewed favourably

Reviewed by:		Date	
Approved by:		Date	
Employee Acceptance: Name: Signature:		Date	