

# Role Description



| Role title:                 | Classification: |
|-----------------------------|-----------------|
| Disability Services Officer | DSO2            |
| Division/Business unit:     | Reports to:     |
| Disability Services         | Team Supervisor |

## Role purpose:

The Disability Services Officer is a role within Disability Services and is accountable to the Team Supervisor for:

- delivering an appropriate standard of care including personal and home care, and person-centred support to individuals.
- undertaking tasks and participating in activities that enhance the lives of individuals and encourage and enable their participation and contribution within the South Australian community.
- assisting other members of the service team in the assessment, planning, implementation, and evaluation of the individual's programs.
- providing practical support to co-workers in direct care activities.

## Key outcomes and accountabilities:

1. Provide support to individuals in accordance with the Person-Centred Active Support model, which promotes people being actively engaged in their own lives and encourages individuals to make their own choices and participate in personal decisions.
2. Provide a service in accordance with National Disability Standards and established organisational policies and procedures, which includes Dignity in Care principles.
3. Provide a personal care service tailored to the needs of an individual, which may include but is not limited to, supporting or assisting the individual in activities such as bathing, manual handling, exercising, dressing, grooming, continence management, fitting and removal of aids and appliances.
4. Assist individuals to develop and maintain an awareness of high personal standards and encourage positive and socially appropriate behaviour including personal appearance and presentation.
5. Adhere to each individual's Health and Support Plans in a timely and disciplined manner at all times and seek advice and support from the Team Supervisor if queries or issues that arise causing concern.
6. Provide domestic assistance and involve the individual insofar as is practicable in all aspects, of daily living which may include assisting the individual in activities such as cleaning, dusting, washing, ironing, sweeping paths, minor maintenance jobs, preparation and cooking of meals, gardening, transportation and other tasks of a domestic nature.
7. Maintain accurate documentation and case file information for individuals and other organisational records as required.

*Note:* Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

## Special conditions:

Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.

Achieve and maintain competency in all compliance requirements related to direct care services for the individual including medication administration.

Must have a level of mobility and while assigned to a single location, may also be located in any support facility according to the operational needs.

Work will include rosters over 24 hours on a seven-day per week basis, and active and passive duty in accordance with the Intellectual Disability Services Award and the individual's needs.

Incumbents may be geographically separate from the Team Supervisors and are expected to make decisions and be accountable for those decisions in accordance with support plans, established routines and guidelines and exercise operational judgement in the best interests of the individual, the organisation and personal safety.

### Key Relationships/Interactions:

- Team Supervisor (direct supervisor)
- Individuals, carers and their families
- Team Leader and Managers across Disability Services
- Service Coordinators
- Non-government organisations and service providers

### Budget/Delegations:

No budget or delegations accountabilities for this role.

### DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

### Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Disability Awareness** – demonstrate an in-depth understanding of the nature of disability, the available services and impact for individuals, families, and society.
2. **Assistance and Support** – provide assistance and support to individuals through personal care, developmental opportunities, and experiences.
3. **Initiative** – take prompt action to solve problems, act decisively on own judgement and look to go beyond job requirements to achieve objectives.

4. **Decision-making** – make decisions and be accountable for them in accordance with support plans, established routines and guidelines, by exercising operational judgement in the best interests of the individual, the department and personal safety.
5. **Attention to Detail** – check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
6. **Building Teams** – develop effective working relationships, and provide advice and communicate effectively with peers, staff at all levels and with a diverse group of individuals.

**Qualifications:**

**Essential:** Certificate III in individual Support, Disability

**Desirable:** First Aid Certificate

**Key leadership competencies and expected behaviours at this classification:****Understands strategic direction**

- ☒ Understands the shared vision for the business unit (BU).
- ☒ Understands purpose and expectations, and strives to reach collective goals.
- ☐ Considers multiple perspectives and organisational context of their role.
- ☒ Maintains a continuous learning approach and adapts to changes.
- ☒ Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

**Addresses clients' needs**

- ☒ Delivers results and improvements to meet agreed outcomes of their role.
- ☐ Positions own role and skill development to meet the needs of the team.
- ☒ Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- ☐ Abides by the laws, regulations and policies that apply to their role.
- ☒ Holds self-accountable for achieving outcomes and communicates progress with manager.
- ☒ Monitors and acts on feedback to improve own performance.
- ☒ Builds technical knowledge in own role to support organisational objectives.

**Contributes to service delivery excellence**

- ☒ Takes accountability for delivering assigned objectives.
- ☐ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- ☒ Provides ongoing feedback to others.
- ☐ Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- ☒ Strives to deliver excellent customer service by understanding needs.
- ☒ Manages time and other resources effectively.

**Engages in positive working relationships**

- ☒ Acts professionally within the boundaries of the organisation.
- ☒ Conveys facts, concepts and technical information adapting communication style to meet the audience.
- ☒ Listens to different ideas and discusses issues with consideration and care.
- ☒ Readily shares information and promotes a friendly, inclusive environment.
- ☒ Participates in professional networks and forums with team members, stakeholders and clients.
- ☒ Responds appropriately to others in an open and honest manner.

**Demonstrates personal drive and professionalism**

- ☒ Behaves consistently with the principles, values and ethics of the organisation.
- ☒ Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- ☒ Remains positive and focused on achieving objectives in difficult circumstances.
- ☒ Seeks opportunities to build knowledge, skills and self-awareness.
- ☒ Understands, values and responds to diversity, and treats people with respect.
- ☒ Looks after own health, safety and wellbeing, and raises concerns where necessary.

**Approval:**

|                                                         |                                                                                      |                       |
|---------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------|
| Assessed by: Tracey McGlenchy, Lead HR Business Partner |  | Date: January 2024    |
| Approved by: Sarah White, Director,                     |  | Date: 22 January 2024 |