

COMMUNITY TRANSPORT SERVICES TASMANIA POSITION DESCRIPTION

Disability Support Worker

Overview

Business Area	Operations
Team	Home Services - NDIS
Position Classification	Social Community, Home Care and Disability Services Award, Social & Community Services Level 2
Number of direct reports	Nil
Immediate Manager	NDIS Supervisor
Manager-one-removed	Operations Manager – Home Services

About CTST

At CTST, our commitment is to provide affordable services to support people to live well and connect with their community.

The needs and experience of each individual consumer is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

We are committed to being good corporate partners and show respect of our community and the environment.

Role purpose

The Disability Support Worker provides services to our participants aimed at maximising the living, employment, social and recreational skills of people with a disability.

Community inclusion, independence, decision making, and personal choice should be promoted through these supports, with a focus on individual needs.



Legislative Knowledge and Understanding

- Fair Work Act 2009
- Aged Care Act 2024
- Aged Care Quality and Safety Commission Act 2024
- Aged Care Quality Standards
- Privacy Act 1998
- Personal Information Protection Act 2004
- Anti-Discrimination Act 1998
- National Disability Insurance Scheme Act 2013 and National Disability Insurance Scheme Amendment 2024
- Workers Rehabilitation and Compensation Act Tasmania 1988
- Workplace Health and Safety Act Regulations 2011
- Poisons Regulations 2018
- Relevant Industrial Awards and Agreements
- Public Transport Operator Accreditation Regulations

Role Accountabilities

Leadership

- Promote values that reflect the spirit and purpose of CTST
- Lead by example to maintain a supportive organisational culture
- Foster a strong consumer-centric service culture
- Uphold and support equity and diversity principles through all areas of the organisation
- Demonstrate emotional maturity, cultural awareness and flexibility in all dealings

Technical

- Deliver disability support services within allocated timeframes according to the roster and liaise with the NDIS Supervisor for scheduling changes, cancellations or disruptions
- Provide care and support to clients in line with their personalised care plans including but not limited to domestic assistance, social support, transport, meal preparation, group participation
- Maintain professional and appropriate relationship with consumers, employees and the general public at all times ensuring the confidentiality of organisational, staff and consumer information
- Ensure accurate completion of all required paperwork in relation to daily and weekly tasks
- Follow established procedures for reporting feedback (compliments and complaints)
- Maintain CTST equipment in clean and presentable manner
- Attend all toolbox meetings and in service training in order to gain and/or maintain skills
- Any other duties as required and within the general scope of responsibilities of this position

Health, Safety & Wellbeing

- Actively promote and adhere to CTST's health, safety and wellbeing procedures
- Contribute to a safe workplace through a demonstrated commitment to safety improvements
- Report all safety risks, incidents and hazards in a timely manner
- Actively promote a positive approach in the workplace to enhance health and wellbeing

Financial

- Ensure company all organisation assets are treated with care and utilised for the intended purpose

Compliance

- Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation and other essential quality standards
- Ensure that the highest standards of privacy and confidentiality are maintained at all times



Attributes that will help you succeed

ESSENTIAL

Technical Qualifications

- Certificate III in Individual Support or equivalent, or relevant experience/on-the-job training commensurate with the requirements of this position
- NDIS Worker Orientation Module

Knowledge, Skills and Experience

- Experience in supporting people with a disability
- Good communication skills with the ability to manage participant expectations
- Proactive, enthusiastic and the ability to adjust approach in line with changing priorities
- Ability to work autonomously or part of a team
- Self-motivated and able to work with minimal supervision
- Strong time management and the ability to prioritise
- Reliable and punctual with dedicated professionalism to job and duties
- Excellent problem solving and conflict management skills

DESIRABLE

- Knowledge of Devonport, Kentish, Latrobe, and Central Coast municipalities

Licences/Other Requirements

- Must be an Australian Resident or hold an Australian Working VISA
- Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act/ NDIS Act
- Must hold a current driver's licence
- Must hold a current registration to work with vulnerable people
- First Aid Certificate
- Intrastate travel will be required

