



## **DISABILITY SERVICE OFFICER Level 1**

### **WORK LEVEL STANDARDS**

A person at this level:

- Works with regular supervision, either individually or as a member of a team, to provide support services to people with a disability. This requires a knowledge of practices and procedures in the work area and the application of knowledge and skills sufficient to perform the function.
- Works according to established routines, methods, procedures, allocated duties and job specific objectives within a defined policy, legislative and regulatory framework.
- Exercises judgement, according to established routines, methods and procedures, in deciding how day to day tasks are to be performed.
- Assumes the responsibilities of a disability support worker and the senior officer as necessary.

### **QUALIFICATIONS**

- Satisfactory completion of entry level training and demonstrated competence in accordance with requirements for this level, ie Certificate III in Developmental and Disability Studies or equivalent qualification; or
- Demonstrated knowledge, skills and attitudes related to disability support at this level.

### **TYPICAL DUTIES**

- Provide direct support to people with a disability, on a day to day basis, according to individual needs, plans, programs and direct observation.
- Participate in the development and implementation and monitoring of consumer plans.
- Communicate and interact with consumers, families, community agencies and staff on day to day and other matters as necessary.
- Assist consumers with domestic tasks and perform internal and external household duties.

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- Plan and participate in consumer development and activities within the home and community setting.
- Maintain consumer and home records, write notes and routine reports.
- Participate in the staff training program.
- Provide supervision and support to staff as necessary.
- Practice, promote and maintain health and safety in the workplace.
- Maintain a safe and homely living environment for consumers.

### **TRAINING**

A Disability Support Officer Level 1 will:

- Develop knowledge and skills through work experience related to disability and support services.
- Participate in the performance appraisal process.
- Work with the supervisor to identify self development needs and learning opportunities.

Advancement to a higher level will be subject to:

Gaining Certificate IV or satisfying other eligibility requirements.

### **ROLE STATEMENT**

The Disability Support Officer Level 1 will provide direct support to people with disabilities, both in the home and the community within a defined policy, legislative and regulatory framework. The Disability Support Officer Level 1 must demonstrate an understanding of and promote the valued status of people with disabilities, and respect for their individual dignity and rights. The Disability Support Officer, at the entry level will either be training to acquire the necessary competence at the commencement of a career in this vocation, or will be newly recruited and provided with an opportunity to demonstrate individual competence at this level. The Disability Support Officer will assume the responsibilities as the senior person on some shifts as necessary.

### **DUTY STATEMENT**

The Disability Support Officer, Level 1, will work with the team leader and manager for guidance and regular supervision as an individual or as a team member, to carry out the

following duties. Trainees will carry out the duties of a Disability Support Officer, Level 1, in order to acquire the necessary knowledge and skills to be competent as a Level 1 Disability Support Officer.

- Identify consumer needs from individual plans, consumer files, direct observation and in consultation with the consumer.
- Promote, provide and monitor individual support and other services to consumers.
- Apply Disability Program policy and procedures in the workplace.
- Write memos, reports, maintain consumer records and complete day to day consumer administration duties.
- Interact and liaise with consumers, families, community agencies and other staff and provide feedback to the supervisor.
- Plan and participate in consumer skill development activities within the home and community setting which include activities of daily living and organising recreation and leisure.
- Assist and perform the necessary tasks to ensure that the environment for the consumer is safe and homely and that the work place is safe and suitable. This may include:- internal and external domestic responsibilities, personal care, food preparation and support with meals, organising possessions, assisting with transportation and carrying out administrative tasks.
- Participate in the staff training program.

## **SELECTION CRITERIA**

- Demonstrated interest in supporting people with disabilities to achieve their goals in the home and the community.
- Knowledge of the emotional, physical and behavioural needs of people with disabilities.
- Ability to undertake a variety of day to day support activities for consumers within the home setting and the community.
- Ability to work individually and with others as a member of a team and when required to advise and support others, and co-ordinate some aspects of team work within a changing environment.
- Ability to communicate effectively using oral and written skills and non verbal

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communication techniques.

- Ability to interact with staff, consumers, members of the community and staff of other agencies.
- Understanding of the national Disability Services Standards and the ACT Disability Services Act, 1991.
- Knowledge and understanding of the application of Equal Employment Opportunity, Industrial Democracy, Occupational Health and Safety principles in the work place.
- Current driver's licence.
- Current First Aid Level 1 Certificate.

## **DISABILITY SERVICE OFFICER Level 2**

### **WORK LEVEL STANDARDS**

A person at this level:

- Works, either individually or as a member of a team, to provide and coordinate support services to people with a disability. This requires a knowledge of practices and procedures in the work area and the application of knowledge and skills sufficient to perform the function.
- Works within a defined policy, legislative and regulatory framework to maintain day to day functions, in order to provide direct support to people with a disability.
- Exercises judgement in deciding how work and consumer program objectives will be achieved.
- Works as a Disability Support Officer and as a team leader.

### **QUALIFICATIONS**

- Certificate IV in Community Services (Disability Support), or equivalent qualification; or
- Demonstrated knowledge, skills and attitudes related to disability support at this level.

### **TYPICAL DUTIES**

- Develop and implement plans and programs for consumer support and services in consultation with consumers and other relevant individuals and agencies.
- Promote, provide, monitor individual support and coordinate other services to consumers, including consumer development activities, both in the home and in community settings.
- Facilitate the day to day provision of disability support.
- Assess the work load, set priorities and allocate tasks.
- Provide advice to the Accommodation Support Manager on consumer and service needs, budget and staffing matters.

- Record and account for day to day resource utilisation and household and consumer finances.
- Undertake staff orientation and on the job training and participate in the staff training program.
- Communicate, interact, liaise and consult with consumers, families, community agencies and staff.
- Maintain records and consumer files and prepare routine reports and others as required.
- Practice, promote and maintain health and safety in the workplace.
- Provide supervision and support to staff.

## **TRAINING**

Disability Support Officers Level 2 will:

- Develop knowledge and skills through work experience which is specific to disability and support and services.
- Participate in the performance appraisal process.
- Work with the supervisor to identify self development needs and opportunities.

## **ROLE STATEMENT**

The Disability Support Officer Level 2 will develop and implement individual support programs for a group of consumers. The Disability Support Officer Level 2 may work as a team leader and will be responsible for implementing an overall support program for a group of consumers with disabilities. The Disability Support Officer Level 2 will work within a defined policy, legislative and regulatory framework and be required to demonstrate an understanding of, and promote the valued status of people with disabilities and respect for their individual dignity and rights. The Disability Support Officer Level 2 will demonstrate the required level of industry competence. The Disability Support Officer Level 2 will assume responsibility as senior person with a supervisory role as necessary.

## **DUTY STATEMENT**

The Disability Support Officer, level 2, with general guidance from the Accommodation Support Manager, will facilitate the work of others, function as a team leader and work individually, to carry out the following duties:-

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- Develop and implement individual support programs for a group of consumers which satisfy the Disability Services Standards, 1994.
- Implement and evaluate Disability Program policy and procedures in the workplace.
- Allocate and supervise the work of team members.
- Identify consumer needs and plan, provide and evaluate support and other services
- to individual consumers in consultation with consumers and other relevant individuals and agencies.
- Plan, participate in and evaluate consumer skills development activities within the home and community which include activities of daily living and recreation and leisure.
- Write notes and reports and maintain consumer records for advice to the Accommodation Support Manager.
- Interact, liaise and negotiate with consumers, families, community agencies and other staff.
- Record and account for day to day resource utilisation and household and consumer expenditure.
- Practice, promote and maintain health and safety in the work place and provide and maintain a safe and homely living environment for the consumers which may include:- internal and external domestic responsibilities, personal care, food preparation and support with meals, organising possessions, assisting with transportation and administrative tasks.
- Participate in staff training program and train and evaluate other staff.

### **SELECTION CRITERIA**

- Demonstrated interest and ability to support people with disabilities; to participate in the development and implementation of individual plans in the home and the community; and to evaluate progress.
- Demonstrated understanding of the emotional, physical and behavioural needs of people with disabilities.
- Ability to work as a team leader and with others as a member of a team within a changing environment.

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- Ability to communicate effectively with consumers, staff, families and other agencies and to use appropriate communication systems and techniques to meet consumer needs.
- Ability to liaise and negotiate with staff, consumers and family to maintain effective interaction with members of the community and staff of other agencies.
- Ability to write reports and record, maintain consumer information and account for relevant finances.
- Ability to train and support others.
- Demonstrated understanding of the National Disability Service Standards and the ACT Disability Services Act, 1991 and their application in the workplace.
- Demonstrated knowledge of the application of Equal Employment Opportunity, Industrial Democracy, Occupational Health and Safety principles in the work place.
- Current driver's licence.
- Current First Aid level 1 Certificate.



## **DISABILITY SERVICE OFFICER Level 3**

(Accommodation Support Manager)

### **WORK LEVEL STANDARDS**

A person at this level will:

- Works individually and as a member of a multi-disciplinary team to manage consumer support.
- Work within a defined policy, legislative and regulatory framework to manage the provision of consumer support and services. This requires a knowledge of practices and procedures in the work area and the application of general and specialist knowledge and skills sufficient to perform the function.
- Exercise judgement in determining how service wide objectives are achieved relative to the area of responsibility, and the development of implementation strategies.
- Work as the manager of accommodation support services and provide support and advice to members of the direct support team and the regional team as required.

### **QUALIFICATIONS**

- Diploma level studies in Disability Services or equivalent qualification; or
- Demonstrated knowledge, skills, attitudes and experience related to disability support at this level.

### **TYPICAL DUTIES**

- Plan, manage, evaluate and provide guidance to a team of support officers.
- Manage allocated resources and provide input to budget planning and estimates.
- Communicate, liaise and negotiate with consumers, families, staff, the community and other agencies.
- Prepare and evaluate rosters and provide advice on staffing matters.
- Review the development of individual consumer plans, programs and services, analyse consumer records and provide advice to senior management.
- Participate in development, implementation and evaluation of policies, procedures and guidelines.

- Manage complex consumer issues.
- Respond to incidents and assess unplanned activities.
- Prepare reports and correspondence.
- Promote health and safety in the workplace.
- Participate in professional development for staff and self, including identifying staff training needs and facilitating the training of staff.

### **TRAINING**

A Disability Support Officer Level 3 will:

- Develop knowledge and skills through work experience which is specific to disability support and services.
- Participate in the performance appraisal process.
- Work with the supervisor to identify self development needs and opportunities.

### **ROLE STATEMENT**

The Disability Support Officer Level 3 will function as the Accommodation Support Manager, and will be a member of the regional multi disciplinary Disability Program team and manage and co-ordinate consumer accommodation support for people with disabilities. The Accommodation Support Manager will carry out the duties within a defined policy, legislative and regulatory framework and provide expert advice on disability support and services. The Accommodation Support Manager will be required to demonstrate an understanding of and promote the valued status of people with disabilities and respect for their individual dignity and rights. The Accommodation Support Manager will demonstrate the required level of industry competence.

### **DUTY STATEMENT**

The Accommodation Support Manager will work under general supervision from the Disability Program Regional Manager and broad direction from the Director, Disability Program. The Accommodation Support Manager, as a member of a multi disciplinary team, will manage the provision of consumer support and services by Disability Support Officers by carrying out the following duties:-

- Review consumer needs and plan and evaluate individual support and other services against the Disability Services Standards, 1994.

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- Plan, support and provide advice on skills development for the consumers which include activities of daily living and recreation and leisure.
- Manage resources within budget, allocate staff, prepare and evaluate rosters.
- Participate in the development, implementation and evaluation of Disability Program policy, procedures and guidelines and apply relevant agency policies.
- Analyse service delivery outcomes based upon quality standards and resource utilisation.
- Prepare reports and provide advice to senior management.
- Monitor and evaluate staff performance in meeting the required standards.
- Communicate, liaise and negotiate with consumers, families, community agencies and staff, utilise networks and represent the Disability Program at meetings and forums.
- Ensure a healthy, safe and homely living environment for the consumers is provided and that the workplace is suitable and safe.
- Plan, facilitate and evaluate staff development and training program.
- Participate in strategic planning for regional disability services.

## **SELECTION CRITERIA**

- Demonstrated understanding of the National Disability Service Standards and the ACT Disability Services Act, 1991 and their application in the work place. Knowledge and ability to apply contemporary approaches which meet the emotional, physical and behavioural needs of people with disabilities.
- Demonstrated interest and ability to plan and provide the support required for people with disabilities to achieve their goals in the home and the community, evaluate progress, recommend and implement changes.
- Ability to manage and supervise the work of others and work as a member of a team within a changing environment.
- Ability to plan and manage resource utilisation including staff, finances, facilities and equipment.

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- Ability to communicate effectively using oral and written skills, use communication systems including the ability to apply computer applications and evaluate their effectiveness.
- Ability to liaise, negotiate and represent the service to staff, consumers, members of the community and other agencies.
- Ability to analyse information, prepare advice and reports.
- Ability to identify staff training needs and facilitate training programs.
- Knowledge and the ability to apply and evaluate Equal Employment Opportunity, Industrial Democracy, Occupational Health and Safety principles.
- Current driver's licence.