



FSG Australia
Position Description

Position Title: Direct Service Employee
Reports to: Department Manager/Program Coordinator
Status: Casual
Level: 3

Characteristics of this level:

- a) A person employed at this level shall work under general direction in the application of procedures, methods and guidelines which are well established. They would have obtained organisation or industry specific knowledge sufficient for them to give advice and/or information to the organisation and clients in relation to specific areas of their responsibility.
- b) General features of this level involve solving problems of limited difficulty using knowledge, judgement and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees. Employees may receive instruction on the broader aspects of the work. In addition, employees may provide assistance to lower classified employees.
- c) Positions at this level allow employees the scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.
- d) At this level, employees may be required to supervise lower classified staff or volunteers in their day to day work. Employees with supervisory responsibilities may undertake some complex operational work and may undertake planning and co-ordination of activities within a clearly defined area of the organisation. Employees will be responsible for managing and planning their own work.
- e) Employees will be responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.
- f) Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training. They may be required to supervise more than one component of the work program of the organisation.

Purpose of Position:

- The purpose of this position is to provide support to FSGA clients in their own home, in FSGA residentials and respite homes and whilst accessing the community. Duties may include providing personal care, assistance with daily living tasks, community access, and other support to assist clients to plan for and attain lifestyles and futures, which meet their individual needs, abilities, preferences and aspirations.

Responsibilities:

- Contribute positively to the operations of FSGA in alignment with all organisational goals and policies
- Have knowledge of industry standards and FSGA mission, goals, policies and values; demonstrate commitment to ***always making a positive difference in people's lives***
- Display a high level of commitment to continuous professional development and quality client service
- Responsible for following all centralised administration systems
- Efficiently and effectively comply with all expectations relevant to specific role regarding the centralised administration system
- Efficiently and effectively comply with all workplace, health and safety legislation
- Effectively and efficiently complete tasks and meet deadlines.
- Work effectively with volunteers.

Duties:

1. Assist clients, as required, with:
 - Personal care, including personal hygiene and grooming, eating, medication, e.g. administering prescription medication from a Webster-pak® and other health care needs
 - Daily living activities including domestic tasks e.g. cleaning areas such as laundry, toilets, and kitchen areas; meal preparation; shopping and transport
 - Physical and mobility requirements in a timely manner, in accordance with FSGA training and the relevant workplace health and safety legislation e.g. Manual Tasks Involving the Handling of People Code of Practice 2001.
 - Use personal protective equipment when trained to do so
 - Ensure that clients enjoy standards of personal care, health, security, accommodation and safety, which meet their needs, abilities and preferences.
2. Assist clients to develop personal routines and lifestyles, which meet their individual needs, abilities and preferences, and which promote inclusion in the life of their community by:
 - Communicating and interacting with clients in ways, which are respectful, encourage personal choice and protect rights and dignity
 - Identifying and acting on opportunities for clients to develop skills and competencies
 - Encouraging positive and socially appropriate behaviour, and effectively responding to clients' needs even when demonstrated in a challenging manner.
 - Supporting clients to establish and maintain relationships and interests through access to community activities, venues and services, by using a range of strategies in accordance with the organisation's policies, procedures, code of conduct and the clients' individual goals.
3. Participate in developing individual goals for clients, including:
 - Consulting and communicating with clients and their advocates, and program staff about the person's needs, abilities, preferences and aspirations

- Identifying relevant support networks, agencies
 - Designing plans to facilitate individual development and promote community inclusion in order to assist clients to achieve their preferred lifestyle and future.
4. Contribute to efficient and effective provision of services to clients by:
- Promoting effective team work;
 - Communicating effectively with the coordinator, house manager, co-workers, professional staff, other agencies and the community;
 - Participating in team meetings and planning activities and carrying out tasks arising from these;
 - Contributing to the ongoing monitoring and review of work practices;
 - Providing accurate and timely reports, and accurately maintaining clients' personal files, household files and other program records as required;
 - Maintaining current knowledge and understanding of the relevant organisational and departmental policies, procedures and codes
 - Carrying out administrative tasks associated with the house.
5. Comply with the organisation's instructions and policies for workplace health and safety by ensuring there is no risk of injury to self or others.

Selection Criteria:

1. Competency, or ability to acquire competency, in a direct service role demonstrated through either:
 - Successful completion of the Certificate III in Disability, Aged Care, Mental Health or an approved equivalent, or
 - An ability to undertake training (within the prescribed timeframe) in the Certificate III in Disability once employed.
2. Knowledge of, or the ability to rapidly acquire knowledge of, current practices and philosophies relating to the provision of services to people with an intellectual and physical disability, frail and aged and mental health and the ability to apply these when interacting with and providing support to clients.
3. Well-developed interpersonal skills including the ability to communicate effectively across a range of people and situations, and to work effectively as a member of a team in a human services environment.
4. Demonstrated ability to perform all physical requirements of the position.
5. Demonstrated skills in decision-making and problem solving and a demonstrated ability to perform complicated tasks essential to running a household with minimal supervision.
6. Possession of a current Queensland drivers licence.
7. Possession of a current Senior First Aid Certificate.
8. Completion of all security checks prior to commencement

Additional Factors:

Services provided to people receiving accommodation support are based on an individual personal plan and include:

- Direct assistance with personal care and daily living tasks
- Training in life skills development
- Assistance in accessing community services and activities
- Assistance to live as valued and participating members of the community

Role Description

- Successful applicants will be required to work shift work, including nights, weekends and public holidays, as necessary. Successful applicants will be required to work in a variety of locations from time-to-time.
- As driving a motor vehicle can be a requirement of the position the recruit must provide FSGA HR department with copies of a current roadworthy and motor vehicle insurance. When these documents are renewed, copies of updated documents must also be provided.
- Successful applicants will be required to familiarize themselves and comply with the Queensland Disability Service Standards.
- A non-smoking policy is effective in FSG Australia residential houses, offices and motor vehicles.

Security Checks

- Persons seeking engagement in FSG Australia are required to disclose their criminal history (including convictions, which are not recorded) and/or charges at the time of interview. A criminal conviction or charge will not automatically exclude an applicant from consideration for employment with FSG Australia.
- Criminal history checks and security checks will be required.

Skills, knowledge, experience, qualifications and/or training

- Thorough knowledge of work activities performed within the organisation;
- Sound knowledge of procedural methods of the organisation;
- May utilise professional or specialised knowledge;
- Working knowledge of guidelines or statutory requirements relevant to the organisation;
- Ability to apply computing concepts;
- The prerequisite for entry to this level would be:
 - Certificate III in Disability or equivalent or
 - Entry level three year degree or
 - Associate Diploma with experience or
 - Advanced Certificate in Community Services with experience or its equivalent or
 - Attained through previous appointments, service and/or study an equivalent level of expertise and experience to undertake the range of activities required.

FSG Australia Training:

- All new recruits must attend FSG Australia's full day induction and manual handling training prior to commencement of work.
- A probation period of 3 months applies to appointments and in this time the pre-requisite training must be completed
- If recruits hold a Certificate III in Disability (if not gained at FSG) they are required to attend training in manual handling, epilepsy and Human Rights in Practice (HRP), within a set timeframe and successfully complete the self-paced incident report writing training.
- If recruits hold a Certificate in Aged Care or Mental Health or other relevant degree they must attend manual handling, HRP and epilepsy training within a set timeframe

and complete the self-paced modules: infection control, safe food hygiene, fire safety, incident report writing, professional boundaries, multi cultural awareness and health and wellbeing (some modules could be credited from existing qualifications).

- Experienced recruits who do not hold a certificate must attend training in the Certificate III in Disability over a period of 12 months. This may be extended after having considered the impact of such factors as leave and unforeseen circumstances that occur during the training period. However, the relevant paperwork must be completed to obtain an extension. Manual handling, epilepsy and HRP will need to be completed immediately if not offered within certificate within a 2 month period at the time employment e.g. if course is offered later in the year and commencement of employment if early in the year.

Please sign and return to HR

Name	
Signature	
Date	