



Position Title:	NDIS Support Worker
Supervisor:	Regional Manager
Classification:	HPCS 2.1- 2.4
Salary:	Base salary: \$64,356 - 69,260 Total salary: \$72,091 - \$77,585 Note: Total salary includes leave loading and superannuation
Location:	Various service delivery areas in the Darwin and Palmerston Region
Date Reviewed	October 2020

SUMMARY OF POSITION:

Providing Individual Capacity Building (ICB) activities to build the capacity of people with a disability by ensuring they have the knowledge, skills, and confidence they need to set and achieve their goals. This will be achieved by providing Information, Linkages and Capacity building for Danila Dilba Health Service clients with disabilities to support them to build confidence; become empowered to Act; protect their rights and increase their participation and contribution to community.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural, and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Strategic Management

- Awareness and understanding of DDHS strategic plan
- Contribute to developing and implementing strategies to meeting goals set in the provision of disability services to the Indigenous people of the Greater Darwin Area.

Clinical Care

Work in the clinic team context supporting clients by outreaching into communities providing Information, Linkages and Capacity Building for DDHS clients with disabilities in accordance with their care plan including:

- Providing Information of available services and agencies to support people with disabilities within their communities.
- Assist children, young people, parents, families care givers to establish linkages within their communities.
- Involving the client's family / carer as appropriate in broadening their linkages and capacity building within their community.
- Providing appropriate information and assistance consistent with the requirements of the role (this may be in the clients home or clinic setting)
- Maintaining quality client medical records
- Understand how the social determinants of health (environment, economic and social inequalities) have a profound impact on the health and wellbeing of Aboriginal and Torres Strait Islander clients.
- Employ a holistic, culturally appropriate approach to the client, drawing out cultural or social issues which may be impacting the client.

- In consultation with other team members, work to develop and implement solutions to client needs (e.g. referral to relevant service providers for support regarding accommodation, finances, well-being and daily living, etc.)
- Provide information to the broader DDHS Team of the practical realities facing the client to build a culturally sensitive health plan which increases client ownership and self-determination.
- Use sensitive communication (yarning) approaches to check a client's understanding of their issues and any medical treatment or medications required to improve their health.

Service Quality and Continuous Improvement

- Participate in service reviews and evaluations to ensure services are routinely evaluated and stakeholder surveys are undertaken and acted upon
- Contribute to the implementation I review of policies, procedures and required practices
- Identify issues and problems that may impact on work objectives and modify approach in order to respond to changes in requirements
- Contribute to a culture of innovation, quality, and continuous improvement across the organisation
- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

Human Resource Management

- Participate in cross-cultural educations as well as assist and participate in staff induction and orientation
- Participate in work partnership agreements
- Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position
- Communication and Teamwork
- Effectively communicate with a multidisciplinary team including clients and external service providers to ensure external stakeholder services to clients
- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management, and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.
- Contribute to the efficient and effective functioning of the workplace to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours and helping team members as required.
- Be responsible to maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

Safe Practice Environment

- Conduct all activities in a manner consistent with DDHS Work, Health and Safety policy and procedures.
- Proactively address WH&S hazards, incidents, and injuries.
- Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.
- Quality
- Identify areas for improvement and make recommendations to improve processes, quality and service delivery outcomes.
- Participate in DDHS continuous quality improvement cycles and contribute to DDHS program reviews as required.
- Comply with the DDHS incident and complaint investigation policies.

Information Management

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies, and protocols to ensure continuity of care.
- Keep appropriate records and prepare performance reports to meet funding and management reporting requirements.

Organisational Responsibilities

- Adhere to all organisational policies, procedures, standards, and practices e.g., Work Partnership Agreement; information and records management; confidentiality
- Act only in ways that advance DDHS objectives, values, and reputation and with honesty, integrity and good faith
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.

SELECTION CRITERIA:**Essential:**

1. Proven well-developed knowledge of and contemporary experience in working with client's disabilities (e.g. Autism, Psychosocial Disability, Developmental Delay, Other Sensory/Speech).
2. 'Lived experience' of person/s with a disability (e.g., Self, family member, community member, direct client work).
3. Knowledge of the social determinants of health (environment, economic and social inequalities) that have a profound impact on the health and wellbeing of Aboriginal and Torres Strait Islander people.
4. Demonstrated ability to use culturally sensitive ways to ensure improved client access to DDHS, NDIS and OR other specialist disability services.
5. Understanding of practical realities facing clients to help build a culturally sensitive plan which increases client ownership and self-determination by supporting the client to have all relevant information, create linkages and build capacity within their community.
6. Support clients to undertake Individual Capacity Building Activities (ICB) to support clients with a disability to have the knowledge, skills, and confidence they need to set and achieve their goals.
7. Well-developed knowledge of relevant health and related services in the Darwin region (or ability to develop this knowledge).
8. Proven teamwork, communication, and interpersonal skills with the ability to constructively negotiate outcomes with a diverse range of people and service providers.
9. High level of personal resilience and flexibility with the ability to deal with challenging situations.

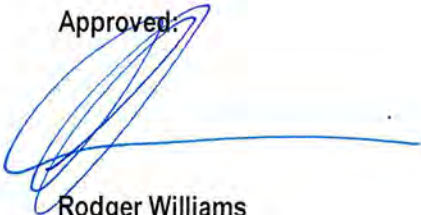
Desirable

1. Experience working in an Aboriginal Community Controlled Health Organisation
2. Certificate IV in Disability

Appointment Factors: (Appointment is subject to)

1. Willing to undergo a Police Check;
2. Ability to obtain a Working with Children Clearance (Ochre Card);
3. Current driver's licence, and
4. Current First Aid and/or CPR certificate or the preparedness to gain one.
5. Fully vaccinated against COVID-19

Approved:



Rodger Williams

Head of Operations

Date: 28 / 3 / 22

Reviewed by: Services Coordination Manager Oct 2020	Approved by Chief Executive Officer Oct 2020	Duties and responsibilities of the role are revised as per funding agreement.
Reviewed by: Acting Manager – People & Culture March 2022	Approved by Head of Operations March 2022	Updated Appointment factors & Total salary as per updated superannuation percentage.

