



HOW DO YOU DEFINE A DIFFERENCE

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OVERVIEW

This presentation is based on my personal experience of what a support person can do and implement to make a difference to residents in shared accommodation on the North West Coast of Tasmania.

The ideas and principles discussed will be based on the Disability Services Act 1992.

The presentation will endeavour to provide evidence to the theme of the conference.

“More than just a Carer: a career that makes a difference”

At all times treat the residents with respect, never losing sight of the fact that they have the same rights as you.

Never forget that while you are at work, your workplace is first and foremost the resident's home.

Ensure that residents will have choice and their choices will be respected.

Remember that dignity of risk is as important as duty of care.

Actively support and encourage residents to enjoy a healthy and active lifestyle.

Focus on developing resident's skills and residents independence in all aspects of their lives.

Be proactive in ensuring that meaningful community integration and genuine inclusion is a major part of the residents lives.

Remember that the residents quality of life is obtained through a sense of well being, good self esteem and a degree of control over their own life and choices they make.

Strive to achieve residents outcomes by adopting a professional attitude to work and maintaining a professional relationship with the resident you work with.

Know, understand and comply with the roles and responsibilities of the position, the policies and procedures and guidelines of the organisation and the standards for service.

Comply with directives given by management whether written or verbal.

HOW DO YOU DEFINE A DIFFERENCE

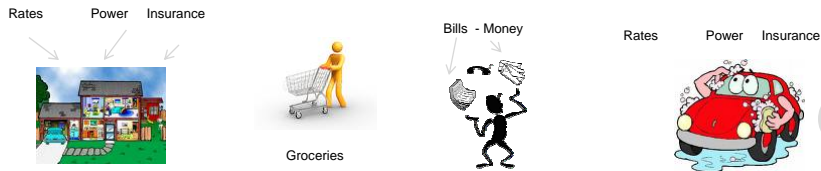
DISABILITY (Funk & Wagnall standard desk dictionary)

“That which disables / Lack of Ability / Legal incapacity to Act”

Lack of Ability how demeaning is that!

I have a home, family and organise my life to make things “run”.

Appointments, pay bills (power, phone, rates, get fuel, car servicing, budget my money etc) With the increase in costs becoming closer to my income level. **STRESS CENTRAL** at times.



WHAT WOULD I DO IF I HAD LIMITED SKILLS / ABILITY,
MOBILITY, UNDERSTANDING AND STILL HAD TO DO
THINGS TO SURVIVE?

ENTER DISABILITY SUPPORT WORKER A TITLE NO
WHERE NEAR A JOB DESCRIPTION.

YOU ARE IN THEIR HOME EXPECTING TO ENABLE OUR
RESIDENTS TO LIVE AND PARTICIPATE IN THE
COMMUNITY.

WHAT WOULD BE A TYPICAL DAY IN YOUR CAREER?

WHAT DO YOU DO?

LET ME PAINT YOU A PICTURE



A blank canvas

Possibilities
endless

Nothing
concrete

●

This is not my life or my choices.
It is our residents.

The social perception of us (disability support workers) in the past was often that we were “special to be doing this job” – you almost felt the pat on the head.

Thankfully disability support workers are being recognised as professionals, doing a small part in making another human beings life journey as wonderful as possible.

The saying “anything is possible becomes **EVERYTHING** is possible.

●

The degree of greatness may vary from individual to individual.

Dignity of risk is worth the challenge.

Years past our residents had a strict set of rules to live by (often in institutions) rarely socialised, often put in the TOO HARD BASKET....



TOO HARD
DO NOT ATTEMPT

Our residents have come out to integrate and participate in the community, we are an important part of the community.

Disability support workers are responsible to their employers (OH&S, Policies and Procedures, Duty of Care etc;) we are ultimately responsible to the people we support.

Are they living and taking part in the community?

Are they happy, healthy (as far as their disability allows) and are they enjoying a standard of living obtained by mainstream society?

I often reflect and realise they are out there doing more things (attending shows, sport, shopping and holidays) than I do in my life. They are not wasting a minute!

Within the Disability Sector often TODAY is determined by what happened yesterday or tomorrow will influence what has been done today.

A non-compliance yesterday or today does not mean it will be tomorrow.

It is our residents decision.

I have to utilise with permission from Coastal Residential Service Inc a copy of the Annual Performance Appraisal.

It was sent to my home in a large envelope with an appointment date and time. As I read the position description I really thought of what I do within my role. I am so busy doing it to see the big picture of what difference it makes to our residents.

Position Description

RESIDENTIAL SUPPORT WORKER—LEVEL 3

Award: Disability Service Providers Award

Immediate Supervisor: Service Development Officer

FUNCTION:

1. To maximise skills, independence, inclusion, quality of life and self esteem of the residents.
2. To provide physical, emotional and social support to residents as a member of the direct care team.
3. To effectively use training programs with residents which enhance residents independent living skills
4. To assist in maintaining an appropriate home like environment in which the residents may live in dignity and their rights are safe guarded.
5. To work within the philosophies and policies of the Organisation to achieve the highest possible standard of care for residents.

PRIMARY TASKS:

RESIDENT CARE:

1. Provide encouragement, training, assistance and support to residents for their personal care such as; bathing, toileting, dressing and eating.
2. Provide encouragement, training, assistance and support to allow residents to complete domestic duties, i.e.; housekeeping, cooking, cleaning, laundry and gardening.

3. Provide encouragement, assistance and support to residents in their recreation and leisure activities. Accompany residents, when required, in a range of activities to promote maximum physical and social integration into community life.
4. Provide social interaction and emotional support to residents and their families where applicable.
5. Administer and monitor prescribed medication in accordance with established policies and procedures.
6. Provide transport for residents as required.
7. Provide further assistance with household duties as required.
8. Other duties as required.

ORGANISATIONAL:

1. Encourage and assist residents in planning meals, personal budgets, household accounts and day to day decision making.
2. Organise time and workload to maximise productivity and resident care in the time available.
3. Use all equipment and supplies appropriate to complete duties minimising wastage.
4. Monitor and support residents at all times and be aware of where they are at all times.

SAFETY:

1. Maintain a safe and pleasant home environment for residents.
2. Report and document incidents in accordance with the policies and procedures of the Organisation.
3. Implement correct Fire Safety Procedures.
4. Ensure personal work practices comply with Organisational Occupational Health and Safety standards.
5. Act appropriately to ensure safety of self and others in potentially volatile situations.

COMMUNICATION:

1. Monitor residents general physical and psychological state and report changes according to Organisational policies and procedures.
2. Maintain records of significant daily events concerning the household, and individual residents, as appropriate in:
 - Updating residents files
 - Household Manual
 - Journal
 - Medical book
 - Individual Support Plans
3. Maintain resident and Organisational confidentiality.
4. Display respect, empathy, understanding and patience towards residents, their families and friends at all times.
5. Contribute as a member of the direct care team in the development, implementation and review of residents individual training and personal plans.
6. Interact and communicate with other direct care team members in the interest of the residents and of achieving a consistent approach to service provision.
7. Communicate with residents using recommended procedures whilst encouraging resident choice and decision making.

FINANCIAL:

1. Assist in the management of house accounts and individual resident accounts.
2. Ensure appropriate records are kept and maintained for expenditure of resident and house funds in accordance with Organisational policies and practices.

PROFESSIONAL:

1. Adopt the philosophy of the Organisation. Work towards a standard of excellence.
2. Ensure individual personal issues do not impede on work practices.
3. Ensure continued participation in own self development.
4. Attend and positively contribute at scheduled staff meetings, training sessions and residents house meetings.
5. Assist in the development of resident Individual Support Plans and Personal Plans.
6. Support and undertake the implementation of the service standards for accommodation services.
7. Promote a positive image of the Organisation

LEVEL OF RESPONSIBILITY:

1. Accountability for the standard of support and training delivered to residents.
2. Support and implement the policies and procedures of the Organisation.
3. Monitor and report changes in residents wellbeing and incidents.
4. Maintain resident, family and Organisation confidentiality.
5. Maintain a safe and clean environment for residents and staff.
6. Assist in the development, implementation and maintenance of training programs.
7. Facilitate development of residents basic life skills and foster community integration.
8. Accountable for resident and household expenditure.
9. Act as a role model for residents at all times.
10. Ensure all administration of medication is in accordance with medical instructions and Organisational policies and procedures.

PERFORMANCE APPRAISAL:

1. Quarterly and annual performance appraisals will be conducted.

DIRECTION / SUPERVISION:

The position reports directly to the Service Development Officer.

As part of the direct service team you may operate individually according to established practice and procedures. Assistance is available at any time from the Service Development Officer, Executive Officer or Office Manager.

KNOWLEDGE & SKILLS:

An employee at this level is required to:

1. Relate to residents in an appropriate manner.
2. Display effective communication skills, both written verbal and non verbal.
3. Understand and implement the Community Integration Model, including the impact on residents, their families, staff and the community.
4. Use initiative and remain calm and control emergency and crises situations.
5. Demonstrate the positive approach to the rights of people with disabilities.
6. Assist in Individual Support Plan program development and modification.
7. Relate to and advocate to families and external service providers.

QUALIFICATIONS:

1. Hold a current drivers licence
2. Physically healthy
3. Demonstrated ability to follow directives
4. Commitment to undertake the following accredited training:-
 - First Aid
 - Administration of Medication
 - Fire Training
 - In house training opportunities
 - Food safety guidelines

DESIRABLE

- Qualifications in Disability or related services field
- Experience/knowledge of supporting people with a disability

- After the job description was the following for me to provide comments.
- It made me aware of what I did and how much was involved in being a Disability Support Worker and how everything I did made a difference to the way the residents lived. I felt I was doing my job.

Using the employee's position description as a guide review the primary tasks providing comments about performance over the past year.

Resident Care:

1. *Provide encouragement training, assistance and support to residents for their personal care such as; bathing, toileting, dressing and eating.*
2. *Provide encouragement, training, assistance, and support to allow residents to complete domestic duties i.e.; housekeeping, cooking, cleaning, laundry and gardening.*
3. *Provide encouragement, assistance and support to residents in their recreation and leisure activities. Accompany residents, when required , in a range of activities to promote maximum physical and social integration into community life. (Evidence to be provided)*
4. *Provide encouragement, assistance and support to residents and their families where applicable.*

5. *Administer and monitor prescribed medication in accordance with established policies and procedures. (Know the medications you are administering a scenario will be provided)*

6. *Provide transport for residents as required.*

7. *Provide further assistance with household duties as required.*

8. *Other duties as required. (Provide details if applicable)*

Organisational:

1. *Encourage and assist residents in planning meals, personal budgets, household accounts and day to day decision making. (provide examples)*
2. *Organise time and workload to maximise productivity and resident care in the time available.*
3. *Use all equipment and supplies appropriate to complete duties minimising wastage.*
4. *Monitor and support residents at all times and be aware of where they are at all times. (Provide examples)*

Safety:

1. *Maintain a safe and pleasant home environment for residents. (Scenario will be provided)*
2. *Report and document incidents in accordance with the policies and procedures of the Organisation. (Scenario of an incident will be provide)*
3. *Implement correct fire safety procedures.*
4. *Ensure personal work practices comply with Organisational Occupational Health and Safety standards.*
5. *Act appropriately to ensure safety of self and others in potentially volatile situations. (Provide details of a situation you have been involved with)*

Communication:

1. *Monitor residents general physical and psychological state and report changes according to Organisational policies and procedures. (Provide examples)*
2. *Maintain records of significant daily events concerning the household, and individual residents, as appropriate in: Updating residents files, Household manual, Journal, Medical book and Individual Support Plans. (evidence to be provided)*

3. *Maintain resident and Organisational confidentiality.*
4. *Display respect, empathy, understanding and patience towards residents, their families and friends at all times.*
5. *Contribute as a member of the direct care team in the development, implementation and review of residents individual training and personal plans. (Provide examples)*
6. *Interact and communicate with other direct care team members in the interest of the residents and of achieving a consistent approach to service provision.*
7. *Communicate with residents using recommended procedures whilst encouraging resident choice and decision making. (Provide details)*

Financial:

1. *Assist in the management of house accounts and individual resident accounts. (Scenario will be conducted)*
2. *Ensure appropriate records are kept and maintained for expenditure of resident and house funds in accordance with Organisational policies and practices. (Financial scenario will be provided for you to complete)*

Professional:

1. *Adopt the philosophy of the Organisation. Work towards a standard of excellence. (Be conversant with the philosophy)*
2. *Ensure individual personal issues do not impede on work practices.*
3. *Ensure continued participation in own self development. (Personal goals for the future)*
4. *Attend and positively contribute at scheduled staff meetings, training sessions and resident house meetings. (List training)*
5. *Assist in the development of resident Individual Support Plans and Personal Plans. (Provide examples)*
6. *Support and undertake the implementation of the service standards for accommodation services.*
7. *Promote a positive image of the Organisation. (Provide details)*

A DIFFERENCE

Aim for small changes making a cup of tea, doing laundry, posting a letter etc; always be planning and working towards. Big difference for the residents so that they have fantastic lives.

Never think your job is done. Each day is a **New Beginning** (look how to improve on and add to what is happening now)

- ★ Listen to the residents especially non verbal
- ★ Be a person who is worthy of their trust
- ★ Have they gained a new skill or if ageing is an issue have they retained part of a skill

Their choice is the centre of support work. We are a small cog in a large wheel. We are the steering wheel going in which ever direction our residents want to go.




MORE THAN JUST A CARER: A CAREER THAT MAKES A DIFFERENCE

Not just a difference in their lives it makes a difference in mine.

I have made a great career choice!

HOW DO YOU DEFINE A DIFFERENCE



At all times treat the residents with respect, never losing sight of the fact that they have the same rights as you.

Never forget that while you are at work, your workplace is first and foremost the resident's home.

Ensure that residents will have choice and their choices will be respected.

Remember that dignity of risk is as important as duty of care.

Actively support and encourage residents to enjoy a healthy and active lifestyle.


Focus on developing resident's skills and independence in all aspects of their lives.

Remember that the resident's quality of life is obtained through a sense of well being, good self esteem and a degree of control over their own life and the choices they make.

Strive to achieve resident's outcomes by adopting a professional attitude to work and maintain a professional relationship with the resident you work with.

Know, understand and comply with the roles and responsibilities of your position and the policies and procedures of the Organisation.

This is what you can do today
Never assume your job is done...
Each day is a NEW BEGINNING...
ALWAYS be a support worker worthy of their trust.
Look at ways to improve on and add to what is happening now!



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