



# HRF43

## A Career with langford

Information for prospective employees.

## HRF43 A Career with Langford

### About Langford

Langford was established in 1976 in response to a need for community based accommodation support for individuals with mental health issues.

Today the service has grown to provide a wide range of accommodation and community support options for people with disabilities and mental health issues.



## **Employment with Langford**

Langford employs approximately 80 staff to meet the needs of approximately 120 people with disabilities and mental health issues each year.

We offer a variety of challenging careers for highly motivated people such as disability support workers, administrative staff, cooks, cleaners and managers. Whatever the role, all staff at Langford have the primary goal of providing outstanding individualized service to the individuals we support.

Langford aims to build a team of staff that are highly and multi skilled. Working within the Langford Team support workers can expect to work with a range of people with ranging support needs.

Support might include personal care, budget support, daily living skill development, recreation support, community access support and respite support. Support might be provided from within accommodation or centre based respite facilities, in the community or within individual's homes.

Langford expects all staff to have the ability to work within all work environments, maintain a high level of professionalism and a dedication to the personal development of the individuals that we provide support to.

## **Learning and Development**

Langford is passionate about learning and personal development for the entire team. We provide our staff with a learning environment that encourages people to continually increase their knowledge and skills. Staff are encouraged to take responsibility for their own development and to take advantage of the training on offer both internally and externally.

### **Induction**

Langford provides specific induction programs to ensure new staff settle into their jobs and to assist them to perform their roles to their full potential. The induction aims to ensure that you become familiar with standard procedures, and gain the skills necessary to function as a member of the support team. It outlines Langford's Vision, Mission and Values, how Langford is growing and developing, and helps employees to learn about the different parts of Langford, where the new staff member fits in, and where to go for help when needed. The induction process includes "buddy shifts" at relevant support sites, this process ensures new staff are familiar with the particular support needs of the individuals they will be working with.

## Ongoing training

With our staff occupying many different roles, a range of training activities are provided to assist them to perform their roles successfully and to their full potential.

All staff employed with Langford have access to Individual Training Plans as a part of the Personal Review and Development process in place for all staff.

## Positions Available

Langford advertises all permanent positions as they become available both internally and externally.

Included in this package are the Position Description and Selection Criteria for Disability Support Worker Level 3. Langford will accept applications to join the support team at this level for casual positions on a continual basis.

## Advice on preparing your application

### The first step

The first step in applying for a position is to prepare and submit a written application. The written application is an important first stage in demonstrating your claims to the selection panel.

**The following documents are required as part of your written application;**

### Covering Letter

It is recommended that you include a covering letter with your written application as it allows you to introduce yourself and to highlight the reasons you are seeking a position with Langford.

### Selection Criteria

Langford requires you submit a statement that addresses each of the selection criteria. It is recommended that the applicant type the criteria first, then the response. In addressing the selection criteria, please provide information *for each criteria* in relation to:

- Relevant knowledge
- Demonstrated experience
- Qualifications
- Skills

### Current Resume or Curriculum Vitae

A resume is a history of your employment and work experience and cover the following areas:

- Your employment – chronological order starting with current;
- Dates of employment, brief outline of main duties, responsibilities and major achievements;
- Your qualification, year awarded and full name of institution attended.
- Two referees stating name, position, place of employment and contact numbers (please confirm with your referee that they are prepared to supply a reference for you)

### In relation to your written application

It is preferable your application be typed. Langford is unable to return your application to you. It is therefore suggested that you retain a copy for your reference.

Your application can be sent via:

- Mail – Langford PO Box 717, Moonah, Tasmania 7009
- Email – [recruitment@langford.org.au](mailto:recruitment@langford.org.au)
- Hand delivered – Langford, 1 Bowen Road, Moonah, 7009.

### Research

Prior to applying for a position with Langford it is a good idea to research the particular vacancy. This will allow you to determine if the vacancy meets your requirements and will also provide you with information that will be useful in completing your application.

### **Here are some websites to build your own resume – FREE**

[www.careersonline.com.au/smartmoves/resume.html](http://www.careersonline.com.au/smartmoves/resume.html)

[www.jobseekersworkshop.com](http://www.jobseekersworkshop.com)

Once received all applications will be forwarded to the Selection Panel. The Selection Panel will contact applicants to attend and Interview. Scheduled interviews will be confirmed in writing or by phone.

## **ADVICE ON PREPARING FOR YOUR INTERVIEW**

If you have been selected for an interview you will be advised of the date, place and time of the interview.

It is very important that you are punctual arriving at least ten minutes prior to your interview time, it is also important to be properly prepared for the interview e.g. bring along any supporting documentation.

The interview will generally be conducted by a selection panel and will follow a set format.

Each member of the panel will ask questions designed to gain more information from you that relates and is relevant to the selection criteria and position description.

Try and use the interview as an opportunity to reinforce the relevance of your claims to the position and respond to all questions. If unsure of the question being asked, ask the question to be repeated or rephrased and **DON'T BE AFRAID TO ASK QUESTIONS.**

We hope the information provided will assist you and good luck.

**If you are unable to make the interview as scheduled please contact Langford immediately on 6228 9099 so a convenient time can be arranged.**



## Position Description

Title: Disability Support Worker (Level 3)

**Award:** Disability Services Providers Award      **Location:** Any residential unit  
**Responsible to:** Disability support Worker (L4)      **Reports to:** Site Manager

### Primary Function

As part of a team, carry out lawful duties, directions (as outlined in task lists, rosters and staff instructions) and group, program or individual activities aimed at supporting people with a disability in their home and community environments.

### Key Outcome Areas

1. Carry out designated duties and tasks, and other reasonable duties as instructed by the employer from time to time.
2. Carry out as instructed, tasks and activities aimed at meeting clients personal wants and needs, team objectives, and program goals. Demonstrate initiative in responding to client need and meeting team objectives and program goals.
3. Demonstrate appropriate attitudes and behaviour towards people with a disability. This includes treating clients, (and their decisions and choices) with respect, encouraging a sense of independence and positive self esteem and respecting client's rights to dignity, privacy and confidentiality.
4. Carry out duties/activities in a cooperative, respectful and flexible manner.
5. Abide by Langford communication, reporting, occupational health and safety and personal program policies, procedures and practices.
6. Respond to crisis and emergencies within specified guidelines (for example Policies and Procedures Manual, Emergency contact list, Disability Services Guidelines and Code of Conduct), and seek assistance for situations outside of specified guidelines.
7. Participate in the development, monitoring and implementation of personal plans and educative programs as directed by the Site Manager and Operations Manager.

8. When required or requested by your employer, be involved in on-the-job training and/or orientation of new staff, students or trainees.
9. Adopt and uphold the philosophy of the organisation to achieve the highest possible standard of support for residents.

Typical qualifications and experience.

**Essential:**

- A minimum of a current qualifications (or the willingness and capacity to obtain qualifications) in Certificate III in Disability Studies is required.
- Workers must be fit to undertake all tasks and duties related to the position.
- Workers must hold a light vehicle license.

**Desirable:**

- Current First Aid Certificate (Workplace Level 2)
- Administration of Medication in Residential Settings Certificate or willingness to obtain these qualifications.

**Primary Tasks**

Tasks typically associated with the position are divided into a number of key areas. Below are descriptions of the types of duties and tasks commonly associated with the position of Residential Support Worker, Level 3.

Workers at this level may also be required to comply with lawful directions to complete tasks not specifically outlined in the position description.

a. Resident Support

- Provide education and training to enable residents to develop and enhance skills in the area of personal care and hygiene. Provide encouragement and supervision to ensure residents complete personal care and hygiene tasks required to maintain good health. This includes areas such as bathing, toileting, dressing, eating.
- Provide education and training to enable residents to develop and enhance existing skills in domestic tasks such as cooking, cleaning, laundry and gardening. Provide encouragement and support to ensure that such tasks are completed.
- Encourage and assist residents in planning meals, personal budgets, and day to day decision making.
- Ensuring that residents maintain the best possible levels of health and wellbeing through appropriate monitoring of health status, ensuring access to appropriate allied health practitioners and providing access to health promoting opportunities (such as exercise, adequate nutrition).

- Provide assistance with transport and access to enable clients to participate in community based leisure and recreation activities of their choice
- Support clients to maintain and/or enhance social relationships of their choice with family members, friends and other community members.
- Administer and monitor prescribed medication in accordance with established policies and guidelines.
- Complete general domestic and maintenance duties as required.

#### b. Organisational

- Organise time and workload to maximise productivity and resident support in the time available.
- Use all equipment and supplies provided in an appropriate manner to complete duties economically to minimise wastage and prevent misuse.

#### c. Security

- Ensure that all vehicles are secure at all times.
- Maintain security of client residence and organisational premises, which includes checking security lights, securing doors and setting alarms.
- Ensure all medication is stored securely according to organisational policy at all times.

#### d. Safety

- Maintain a safe home like environment for residents.
- Maintain a safe work environment for staff.
- Report and document all hazards and incidents in accordance with the policies and procedures of the organisation.
- Implement correct fire safety procedures.
- Ensure that personal work practices comply with the organisation's Occupational Health and Safety Policies and Procedures.
- Use all equipment and supplies (for examples hoists and protective clothing) provided in an appropriate manner to complete duties safely to minimise hazards and risk of injury to clients and staff.
- Identify and record maintenance requirements.
- Respond to all incidents that carry a risk of harm to staff according to the policies and procedures of the organisation.

#### e. Communication

- Develop understanding of resident's communication skills and needs.

- Use recommended communication style or augmentative communication methods with to ensure meaningful participation in choice and decision making processes.
- Monitor residents' general physical and psychological state and report any changes according to organisational policy and procedure.
- Maintain a record of significant events concerning the work location and/or individual residents according to organisational policy and procedures.
- Maintain client and organisation confidentiality at all times.
- Display respect, empathy, understanding and patience towards residents, their families and friends at all times.
- Interact and communicate with other support team members to ensure a consistent approach to service provision.
- Liaise with internal and external services providers as required, including doctors, departmental employees, and generic services.
- Participate in meetings as required.

#### f. Financial

- Assist clients (and family members) to complete and manage budgets, banking and expenditure.
- Ensure appropriate records are kept and maintained for expenditure of personal resident finances and organisational finances in accordance with policies and practices.

#### g. Professional

- Adopt the philosophy of the organisation, work for its achievement and work towards a standard of excellence.
- Participate in self-development by attending training and education.
- Attend and positively contribute at staff meetings.
- Support and implement Service Standards for Disability Service Providers.
- Promote a positive image of the organisation.

#### Important Areas of Responsibility

1. Responsible for the standard of personal care delivered to residents.
2. Responsible for monitoring and reporting changes in resident's health and wellbeing and taking appropriate steps to ensure that best possible levels of health and wellbeing are maintained.
3. Responsible for the correct reporting of all accidents, incidents and hazards.
4. Responsible for the maintenance of resident, family and organisation confidentiality.

5. Responsible for maintaining a safe and clean environment for residents and staff.
6. Responsible for the implementation of skills based programs as directed, and for facilitating development of resident's independent life skills.
7. Responsible for correct expenditure and maintenance of records for expenditure of resident and organisation funds.
8. Responsible for behaving and acting appropriately at all times and being a positive role model residents, colleagues and service providers.
9. Responsible for the correct and complete administration of medication in accordance with medical instructions and organisational policies and procedures.
10. Responsible for the safe and correct use and operation of vehicles, equipment and supplies and for complying with all Occupational Health and Safety guidelines and procedures.

#### Performance Appraisal

An annual performance appraisal is conducted for all staff, based on position description. All staff shall participate in self-evaluation to promote quality service provision and professional growth. Performance may be evaluated more frequently at the discretion of management.

#### Direction / Supervision

This position reports directly to the Residential Support Worker Level 4 and ultimately to the manager. As part of the direct support team you may operate alone according to direction, policies and procedures. Assistance and support is available at any time from senior colleagues and the Coordinator.

#### Knowledge, skills and personal attributes

An employee at this level is required to:-

- Relate to residents as participating members of society.
- Display effective and appropriate communication skills (written, verbal and non verbal).
- Have a basic understanding of the Community Integration Model of service provision.
- Use initiative, remain calm and control emergency situations.
- Be able to recognise and manage personal work related stress.
- Demonstrate the positive approach to the rights of people with disabilities.
- Relate to people with a disability and their families with empathy and respect.
- Have an understanding of the role and function of advocacy.
- Demonstrate sound work practices, for example punctuality, reliability, thoroughness, efficiency, honesty and reliability.
- Demonstrate a professional approach; that is, to maintain appropriate separation between personal and work roles, to possess the ability to accept constructive criticism and to aim for continuous improvement in work performance.



EMPLOYEE TO SIGN AND RETURN THIS SECTION.



Position Description  
Title: Disability Support Worker (Level 3)

Award: Disability Services Providers Award  
unit  
Responsible to: Disability support Worker (L4)

Location: Any residential  
unit  
Reports to: Site Manager

**Employee Name:** .....

**Date Employment Commenced:** ...../...../.....

I acknowledge that I have read and understood this position description and I accept that it accurately reflects my position, duties, level and responsibilities.

**Date:** \_\_\_/\_\_\_/\_\_\_

**Signature:** \_\_\_\_\_

**Witness :** \_\_\_\_\_

**Name :** \_\_\_\_\_

**Contact :** \_\_\_\_\_

# Selection Criteria

Title: Disability Support Worker (Level 3)

To apply for the position all applicants must provide in writing statements that support and identify that they have knowledge and skills in each area of the selection criteria

1. Relevant training and/or experience working with people with a disability. Please detail all training undertaken.
2. The ability to undertake a wide range of personal care tasks.
3. Well developed communication skills and the ability to write clear and concise reports.
4. The ability to relate to clients as participating members of society, whilst respecting their level of knowledge and skills:
5. An understanding of the principles and practices of Community Integration.
6. The ability to use initiative, remain calm and control emergency situations and crises.
7. The capacity to identify and respond appropriately to personal stress.
8. The ability to support clients to identify personal needs and to work collaboratively to implement effective training and education programs aimed to build on client's current skill level.

## **Application Checklist.**

*Please ensure you have included the following documents and information in your application.*

- Covering letter of introduction**
- Resume**
- Statement addressing the Selection Criteria relevant to the position you have applied for**
- Contact details for at least two individuals who are able to provide referee reports.**
- Copies of relevant certificates**
- Any other information relevant to application**