

Role Description



Role title:	Classification:
Disability Services Officer – Northgate Aged and Disability Services	DSO2
Division/Business unit:	Reports to:
Disability and Specialised Services / Quality and Clinical Services	Team Supervisor

Role purpose:
<p>The Disability Services Officer is a key role within Northgate Aged and Disability Services, part of the Disability and Specialised Services division. The role is accountable to the Team Supervisor for:</p> <ul style="list-style-type: none"> • Delivering safe, effective, and person-centred care to residents that supports the diverse needs of older adults and people living with disability, in alignment with the Aged Care Quality Standards and NDIS Practice Standards. • Undertaking tasks and participating in activities that enhance individual wellbeing and promote active participation and meaningful contribution within the South Australian community. • Supporting other members of the care team in the assessment, planning, implementation, and evaluation of individualised programs. • Providing practical support to co-workers in direct care activities to ensure care is delivered safely, respectfully, and in accordance with each individual's care plans.

Key outcomes and accountabilities:
<ol style="list-style-type: none"> 1. Deliver person-centred support in alignment with the Person-Centred Active Support model, fostering active engagement in daily life and empowering individuals to make their own choices and participate in personal decision-making. 2. Provide services in accordance with relevant standards and policies, including the Aged Care Quality Standards, NDIS Practice Standards, and organisational policies and procedures, which includes upholding the Quality of Care Principles and Dignity in Care principles. 3. Provide tailored personal care that meets the unique needs of each individual, which may include but is not limited to, assistance with bathing, manual handling, exercise, dressing, grooming, continence management, and the fitting or removal of aids and appliances. 4. Maintain awareness of individual care plans and behaviour support plans, ensuring care is delivered in accordance with documented strategies. 5. Promptly report any changes in an individual's presentation to the supervisor or nurse, and seek guidance from the Team Supervisor when queries or concerns arise. 6. Accurately complete and maintain documentation to record observations and care provided, such as bowel or fluid balance charts and other organisational records, ensuring compliance with reporting requirements. 7. Contribute to a safe and positive work environment, including identifying and reporting risks, incidents, or hazards, and participating in continuous improvement initiatives. 8. Collaborate effectively with multidisciplinary teams, including health professionals, families, carers, and other service providers, to ensure coordinated and holistic support for individuals.

Key outcomes and accountabilities:

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory NDIS Worker Check Employment-related Screening Check.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Achieve and maintain competency in all compliance requirements related to direct care services for the individual including medication administration.
- Incumbent must have a level of mobility and while assigned to a single location, may also be located in any support facility according to the operational needs.
- Work will include rosters over 24 hours on a seven-day per week basis in accordance with the Intellectual Disability Services Award and the individual support requirements.
- Prior to appointment, the Incumbent must be vaccinated against influenza with a vaccine approved by the Therapeutic Goods Administration Authority (TGA) and provide documented evidence of vaccination status.

Key Relationships/Interactions:

- Team Supervisor (direct supervisor)
- Site Manager
- Residents and their family/carers
- Director, Quality and Clinical Services
- Nursing leadership team
- Disability and Specialised Services leadership team

Budget/Delegations:

No budget or delegations accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Practice and operate in line with the requirements of the Aged Care Quality and Safety Commission and the NDIS Quality and Safeguards Commission, including but not limited to the Code of Conduct for Aged Care and the NDIS Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.

- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. **Aged Care and Disability Awareness** – Demonstrate an in-depth understanding of the needs and rights of aged individuals, the nature of disability and age-related changes, and the available services and impact for individuals, families, and society.
2. **Assistance and Support** – Proven experience to assist and support individuals through personal care, developmental opportunities, and experiences.
3. **Initiative** – Demonstrated ability take prompt action to solve problems, act decisively on own judgement and look to go beyond job requirements to achieve objectives. Take timely action to address emerging needs, prevent potential risk, and enhance daily living experiences that promote resident safety, comfort, and engagement.
4. **Decision-making** – Proven experience to make decisions and be accountable for them in accordance with support plans, established routines and guidelines, by exercising operational judgement in the best interests of the individual, the department and personal safety.
5. **Attention to Detail** – Demonstrated ability to check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
6. **Building Teams and Collaboration** – Demonstrated ability to develop effective working relationships, engage in ongoing learning and reflective practice, and provide advice and communicate effectively with peers, staff at all levels and with a diverse group of individuals to provide holistic care.
7. **Professionalism and Personal Integrity** – Personal attributes of empathy, resilience, adaptability, and cultural responsiveness, with a clear commitment to upholding the dignity, rights, and autonomy of every resident.

Qualifications:

Essential: Certificate III in Individual Support (Ageing) or Certificate III in Individual Support (Disability).

Desirable: First Aid Certificate

Key leadership competencies and expected behaviours at this classification:

Understands strategic direction

- Understands the shared vision for the business unit (BU).
- Understands purpose and expectations, and strives to reach collective goals.
- Considers multiple perspectives and organisational context of their role.
- Maintains a continuous learning approach and adapts to changes.
- Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

Addresses clients' needs

- Delivers results and improvements to meet agreed outcomes of their role.
- Positions own role and skill development to meet the needs of the team.
- Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- Abides by the laws, regulations and policies that apply to their role.
- Holds self-accountable for achieving outcomes and communicates progress with manager.
- Monitors and acts on feedback to improve own performance.
- Builds technical knowledge in own role to support organisational objectives.

Contributes to service delivery excellence

- Takes accountability for delivering assigned objectives.
- Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- Provides ongoing feedback to others.
- Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- Strives to deliver excellent customer service by understanding needs.
- Manages time and other resources effectively.

Engages in positive working relationships

- Acts professionally within the boundaries of the organisation.
- Conveys facts, concepts and technical information adapting communication style to meet the audience.
- Listens to different ideas and discusses issues with consideration and care.
- Readily shares information and promotes a friendly, inclusive environment.
- Participates in professional networks and forums with team members, stakeholders and clients.
- Responds appropriately to others in an open and honest manner.

Demonstrates personal drive and professionalism

- Behaves consistently with the principles, values and ethics of the organisation.
- Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- Remains positive and focused on achieving objectives in difficult circumstances.
- Seeks opportunities to build knowledge, skills and self-awareness.
- Understands, values and responds to diversity, and treats people with respect.
- Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:

Assessed by: Samantha Klotz, HR Business Partner



Date: 24
September 2025

Approved by: Julie Rogers Director Aged Care Projects



Date: 25
September 2025