NDS Direct Support Competencies – Advanced level

# Person Centred Support

## Provides individualised support

* Determines their role in providing support that is part of the individualised plan.
* Confirms support to be provided with the person and their carers or family where appropriate.
* Provides support to the person in a manner that develops rapport and trust; respects their dignity and privacy; involves others where appropriate; and maintains a comfortable, healthy and safe environment.
* Monitors own work to ensure it is in line with the individual plan, and discusses any requirement for changes to support with the person and supervisor.
* Completes and stores all required recording of support activities, including identification of any potential risks, or where needs of the person are unmet.

## Develops and implements positive person-centred behaviour supports

* Identifies and documents behaviours of concern that may put the person or others at risk.
* Defines and analyses a range of factors that may contribute to the behaviours of concern, and encourages others to document any behaviours of concern observed.
* Develops appropriate positive behaviour responses and a plan for behavioural change, considering:
  + who should be involved
  + accurate records and observations
  + safeguarding the person against increased risk of exploitation, abuse or unlawful treatment
  + a range of ways to promote behavioural change, including communication, environment, service delivery, changes to work practices
  + ways to develop and implement a plan that is respectful and preserves the dignity and rights of the person
  + interventions for critical or adverse situations, and responses to these that reduce the risk of harm to the person and others involved, and supporting those involved post-incident
* Monitors and reviews the implementation of the behaviour support plan, including noting the number of incidents; debriefing staff involved in critical incidents; and implements changes as required based on evidence collected and organisation’s procedures.

## Develops new service programs

* Identifies service needs by consulting and engaging with people, using appropriate communication and processes.
* Develops and documents new programs using stakeholder input, including resourcing requirements, support and evaluation mechanisms.
* Implements and monitors programs against agreed objectives and budget, including communicating roles and responsibilities and providing training where required.
* Evaluates programs, modifying where appropriate.

## Understands the impact of sociological factors on clients

* Identifies, analyses and monitors a range of social and cultural issues and how they impact on clients including:
* Cultural institutions and their societal functions
* inequality as an individual and as part of community or family groups
* age
* long term unemployment and barriers to employment
* other major social and cultural institutions
* Uses this information to ensure appropriate service delivery to clients that enhances outcomes and addresses social and cultural issues.

## Provides person-centred service responses

* Collaborates with the person with disability and/or families and carers to ensure appropriate service responses are provided that meet the person’s needs, aspirations, rights and preferences.
* Implements systems to ensure the person’s support information is recorded and applied to future service delivery, including allocation of appropriate resources.
* Seeks service provision from other sources as required.
* Reviews and monitors the service responses, ensuring the person’s needs and preferences are met; modify/and or change the service responses as required to meet changing needs.
* Ensures all service delivery is to a high standard, following organisation’s procedures and industry best practice, and regularly reviews procedures to ensure service meets the changing needs of the person.

## Facilitates the empowerment of people with disability

* Is aware of significant changes that impact on the disability sector, particularly service delivery.
* Reflects on own values and attitudes towards people with disability, and how broader society’s attitudes impact on the experience people with disability have.
* Fosters human rights by ensuring the person’s rights, needs and cultural needs are upheld in all service delivery; and documents and reports any breaches of human rights, abuse and neglect.
* Facilitates choice and self-determination by ensuring options are person-centred, and provides person-centred support so that the person is encouraged to make their own choices, and be comfortable with choices made on their behalf.

## Provides person-centred services to people with complex needs

* Identifies and prioritises the needs of the person, and considers the specific issues and challenges of the person and how they impact on the job role.
* Recognises the impact of complex support issues on the family and carers, and establishes priorities to support these.
* Develops individualised plans to achieve a maximum quality of life by working collaboratively with health professionals, family and carers, and others to establish goals.
* Implements, monitors and reviews these plans, ensuring staff have appropriate skills to deliver the services; and seeks feedback from the person and all stakeholders on the progression towards achievement of goals in the plan; adjusting the level of support as required and seeking assistance when the goals and needs are not being met.

## Supports independence and wellbeing

* Provides support that respects individual’s social, cultural and spiritual differences in a non-judgmental manner, including individual needs, stage of life and expression of identity.
* Facilitates opportunities for participation in activities that reflect individual needs.
* Assists the person to identify, acknowledge and utilise their strengths.
* Encourages the person to self-manage their own service delivery and to build, strengthen and maintain independence.
* Promotes and encourages ways to maintain physical wellbeing and a safe and healthy lifestyle.
* Works with the person to identify and implement a range of strategies to support their social, emotional and psychological wellbeing.
* Identifies aspects of supporting the person’s wellbeing outside of their knowledge, skills and job role and seeks appropriate support.

## Administers and monitors medications

* Identifies a range of potential risks to safe administration of medication, including any substance incompatibilities based on delegation and the person’s individualised plan; environmental or management issues; allergies or own limitations in administering medications.
* Confirms delegation and authority to proceed; checks equipment and reviews organisation’s procedures including infection control; measures dosage of medications.
* Prepares the person for medication administration including confirming identity, and checking for any changes in physical or behavioural changes.
* Administers and documents medication administration including assisting the person with any self-medication and confirming medication is ingested or completed, and correct disposal of packaging.
* Monitors the person post-medication, including identifying any acute or delayed adverse reactions and implementing emergency response procedures; and documenting and reporting incidents to relevant health professionals.
* Reports and documents any refusals or incomplete ingestion of medications, and identifies any contaminated or out of date medications and disposes of them correctly. Observes and records any changes to the person’s condition.
* Correctly stores medical equipment and aids, patient’s charts and plans.

## Optional: Provides home and community support services

* Determines the requirements of the individual plan, including resources required and arranging appropriate times for visit with the relevant person.
* Establishes a relationship and builds rapport with the relevant person and others in the home by initially providing identification, obtaining consent to deliver services, providing opportunities to clarify services and role, and to check for hazards and implement controls.
* Provides services respectfully in the home according to the individual plan, and deals with any ethical dilemmas and any possible abuse or neglect or behaviours of concern. Maintains appropriate documentation and reporting as per organisation’s procedures.

# Personal Accountability and Workplace Effectiveness

## Reflects and improves on own professional practice

* Understands the correlation between individual specific financial funding and service delivery, and works to ensure all outcomes are successfully achieved.
* Undertakes self-evaluation in conjunction with colleagues and senior staff.
* Actively encourages feedback to assist in improving work practices.
* Keeps up to date with best practice and contemporary service delivery trends. Actively participates in review mechanisms to identify own developmental needs.
* Takes responsibility for own professional development by seeking out opportunities to further enhance skills and knowledge.

## Manages workplace health and safety

* Develops a local WHS action plan including procedures and documentation for hazard identification, assessment and control; and training needs identification.
* Fosters a consultative approach to WHS, encouraging colleagues to discuss WHS issues, and ensures appropriate training is conducted.

## Contributes to team effectiveness

* Understands the team’s objectives and supports other team members to achieve outcomes.
* Works collaboratively with other team members to deliver a quality service to clients.
* Contributes to team cohesion by encouraging and supporting team members’ efforts and contribution.
* Role models team player behaviours in all aspects of their work.
* Communicates effectively with supervisor and team members to assist in resolving team issues.
* Assists in welcoming and inducting new members into the team.

## Manages legal and ethical compliance

* Identifies and determines ethical and compliance requirements in the work area (including consequences of non- compliance), and develops, implements and monitors workplace policies and procedures to meet these.
* Role models appropriate ethical behaviour in all aspects of work, and keeps up to date with contemporary compliance requirements.

## Assists in on the job training

* Identifies specific training needs of less experienced staff, and works with supervisor, other managers and health professionals to determine training requirements and learning outcomes. Plans, schedules and conducts training, either in a formal setting or on the job, providing feedback to participants against learning outcomes, and training is recorded according to organisation’s procedures.

# Respectful and Collaborative relationships

## Facilitates community participation and social inclusion

* Supports the person to identify and engage in social networks by researching and identifying appropriate services based on the person’s strengths, interests, abilities and support required to participate.
* Establishes and maintains good community networks to be able to explore appropriate community inclusion opportunities.
* Works with the person to actively engage in a social network, identifying any risks or barriers and developing strategies to overcome these.
* Develops individualised community support plans to participate in the community, and assists the person (with support from family and carers) to access identified and appropriate community options.
* Is able to develop and implement strategies to address the isolation of the person with disability, including physical and communication barriers, transport issues, identifying support requirements and associated modifications.
* Evaluates these strategies on an ongoing basis to ensure the ongoing success.

## Manages and promotes diversity

* Researches diversity in the workplace.
* Role models behaviours that reflect cultural awareness and respect for diversity.
* Accepts diversity as a basis for all relationships and harnesses understanding of differences to enhance interactions and value a diverse workforce.
* Recognises the value of individual working styles and differences of others and ensures inclusion in all work planning, practices and development of procedures.
* Promotes the benefits of working in a diverse workforce to the team and coaches the team to embrace diversity.

## Provides advocacy and representation services

* Identifies and establishes their role and conditions of representation for individuals.
* Represents the interests of individuals by identifying interests and concerns to be pursued; develops ways to promote these interests; and determines how the potential impact of developments and decisions will affect objectives and priorities.
* Negotiates outcomes by facilitating collaborative planning and action with others, and dealing effectively with any potential conflict.
* Analyses effectiveness of strategies used, and adjusts strategies to improve outcomes as required.

## Supports relationships with carers and families

* Acknowledges the role of carers in the overall support team by engaging with family and carers, and develops opportunities for family and carers to be involved in the design and delivery of the person’s support services.
* Assesses and responds to changes in the care relationship by supporting the person, carers and family to view the changes in a positive light, and maximising ongoing support and involvement in the life of the person.
* Monitors and supports the carer, providing assistance in accessing appropriate services that support the care relationship.

## Develops workplace communication strategies

* Develops a communications plan for the team/unit, including a range of communication protocols and methods.
* Implements and role models effective communication, and coaches individuals where required to maximise effective team/unit communication.
* Evaluates strategies, modifying where appropriate.

## Supports colleagues

* Monitors the stress and emotional wellbeing of colleagues, taking appropriate action where required.
* Uses reflective behaviour strategies to monitor self and own performance.
* Conducts structured debriefings following incidents, using appropriate debriefing techniques to facilitate open discussion and encourage colleagues to explore emotions and discuss concerns.
* Provides referrals where identified colleagues require additional support.

## Communicates using Augmentative and Alternative communication (AAC) strategies

* Identifies and documents the communication capacity and needs of the person by working with the person/family/carer, and supports the person’s current communication capacity.
* In consultation with supervisor, refers person to appropriate professionals and other service providers where appropriate, providing details on daily activities, likes/dislikes and current communication needs.
* Develops effective AAC strategies, using tools and programs available to meet individual needs.
* Seeks support and guidance from supervisor and others to ensure most appropriate strategies are developed and implemented. Ensures communication support strategies implemented are documented in the individualised plan.
* Optimises the opportunity for communication, and provides practice opportunities to maintain consistency of communication.
* Identifies any barriers to communicating, and works with the person/family/carer to overcome these.
* Monitors, documents and reviews the success of communication strategies, making changes as required and implementing modified strategies, as well as identifying opportunities to increase the vocabulary of the person.

## Develops and maintains networks and collaborative partnerships

* Analyses and identifies networking and collaborative opportunities that may enhance performance of self and the team.
* Develops a range of collaboration strategies that include initiating relationships and sharing information with external organisations, with a view to working collaboratively.
* Plans and implements collaborative projects and service delivery.
* Represents the organisation at appropriate opportunities in a positive way, sharing information on service delivery that fosters collaborative networks but ensures client and organisation’s confidentiality.
* Works to maintain networks and partnerships to enhance organisation’s service delivery, and evaluates strategies implemented, recommending changes to strategies where appropriate.