NDS Direct Support Competencies – Experienced 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.

## Follows established person centred behaviour supports

* Considers the person’s individual needs, strengths, capabilities and preferences in engaging with their daily life tasks, and supports the person to maintain these activities in accordance with their individualised behavioural support plan.
* Recognises behaviours of concern, and analyses and reviews these behaviours, taking into account a range of factors in the context of these behaviours.
* Is able to address behaviours of concern and uses appropriate interventions and behavioural support strategies as required.
* Responds to critical incidents following organisation’s procedures, ensuring the safety of the person, self and others at all times.
* Maintains appropriate documentation of all activities in line with organisation’s procedures, and the individualised behavioural support plan.

## 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 a 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 disabilities 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.

## Facilitates ongoing skills development using a person-centred approach

* Identifies level of skill development with the person with disability, and works collaboratively with the person and/or families and carers to identify opportunities to include skills development in their individualised plan.
* Plans, implements and reviews skills development by engaging the person to identify and work towards achieving learning goals.
* Develops strategies and identifies ongoing skills development opportunities that are in line with the person’s individualised plan.
* Evaluates the effectiveness of skills development activities against progress towards achieving the person’s outcomes and goals.
* Updates the person’s plan to reflect the changing needs of the person.
* Encourages the person to take the initiative in learning situations, and seeks ways and opportunities for learning situations to occur informally.

## 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-judgemental 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

## Works safely

* Follows safe work practices, identifying potential hazards, minimising risks and reporting incidents.
* Uses correct manual handling techniques.
* Follows correct infection control processes to minimise infection spread.
* Contributes to safe work practices by identifying and reporting issues to supervisor.
* Reflects on own safe work practices to assist in identifying improvements, including monitoring own stress and fatigue, and participating in workplace debriefings.

## Recognises healthy body systems

* Understands and is able to interpret health terminology regarding the structure, function and location of major body systems, and the interrelationship between major components of each system.
* Identifies activities and ways to promote and share information about healthy functioning of the body.

## 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.

## Demonstrates personal accountability and responsibility

* Understands the correlation between individual specific financial funding and service delivery, and works to ensure all outcomes are successfully achieved.
* Understands individual and team goals and objectives, and is able to schedule and prioritise assigned work tasks (using appropriate technology/or other documentation methods) to ensure they are completed within timeframes.
* Monitors own work performance by self- evaluation and seeking feedback from colleagues and supervisor.
* Identifies potential stressors and monitors own stress levels, accessing support where appropriate.
* Takes responsibility for own personal and professional development, including identifying opportunities for development.

# 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.

## Values diversity

* Reflects on own perspective of cultural perspectives and biases.
* Values and respects diversity and inclusiveness, and reflects this respect in communication with others from diverse backgrounds and situations.
* Identifies potential issues for misunderstandings or conflict.
* Promotes understanding across diverse groups, including sensitively working to resolve differences respectfully.

## 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.