

# NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK – DIRECT SERVICE DELIVERY JOB FAMILY

Strategic Core Requirements	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
<b>Sector and Organisation Purpose &amp; Values</b>	Gains practical knowledge of a human rights based approach to supporting a person with disability and services provided, the individual and community context of disability services, and sector and organisation purpose and values.	A practical general knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Applies the rights based approach and sector and organisation values in own work.	Working knowledge of a human rights based approach to supporting a person with disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work.	An enhanced working knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Encourages sector and organisation approach and values in other team members.	A thorough practical working knowledge of human rights based approaches, the individual and community context, and sector and organisation purpose and values. Within the team is able to articulate and integrate sector and organisation approaches and values.	A significant knowledge of human rights based approaches in the disability sector and the individual and community identity and context. Significant knowledge of the role, vision, mission and values of the organisation. Understands and can demonstrate sector direction and the organisation strategic plan.
<b>Leadership / Teamwork</b>	Works cooperatively with team members. Work is closely supervised. Follows specific detailed instructions. Learns to listen to feedback from more experienced staff and seeks guidance where necessary.	Works collaboratively with team members. Works under regular supervision reporting progress and outcomes. Able to organise own work, manage time and contribute to work planning.	Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues.	A skilled team member, acting as a resource for a small work group on a regular basis, providing coaching and feedback. Shares knowledge and information with less experienced team members. Varies own schedule, contacting senior staff only to seek specialised help or notify progress or work.	Assists with the formal leadership, learning and coaching of less experienced team members. Assists in prioritising the work of others. Promotes and models sharing of knowledge and information. Assists with gauging the effectiveness of team members and may participate in organising the allocation of staff.	May lead a team or works as an individual practitioner. Monitors and coaches for individual and team outcomes/achievement/performance. Provides operational or procedural direction and/or advice and ensures knowledge and information is shared. Exercises initiative and is self-reliant. Able to effectively represent the team. Participates as an effective team member.
<b>Communication</b>	Develops listening skills and seeks, provides and/or shares practical information with people in an appropriate and respectful manner. Obtains basic facts and records issues. Learns to record and report in an appropriate manner. Starts to build a network of relevant contacts.	Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner. Interacts with people to give or receive straightforward facts. Deals with people on practical issues, adjusting communication as needed. Minimises conflict. Continues to build a network of relevant contacts.	Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Has a network of internal and external contacts relevant to the role. Deals with practical issues presenting and enlists a more experienced person as needed.	Contacts people on non-routine practical matters and external organisations on routine practical matters. Able to communicate flexibly in an appropriate manner. Supports others to effectively record and report. Able to resolve conflicts. Has a network of relevant contacts. Deals with many issues presenting and, when outside skill set, ensures involvement of more experienced person.	Uses a range of positive engaging techniques and can adapt style to meet needs of the other person. Effectively collaborates with other teams. Deals regularly with complex matters involving interaction with internal and external professionals and related organisations. Assists with the preparation of complex management reports. Can assist others to resolve conflict. Has a network of contacts internally and externally.	Uses a range of communication techniques to effectively handle complex, sensitive matters involving a range of people including professional and specialist staff. Reports on complicated issues where some liaison with other teams or organisations is involved. Prepares complex management reports. Deals with issues presenting in team skills area; when outside team area, ensures effective engagement/referral, internally or externally.
<b>Customer Relationships</b>	Learns to assist customers to address their practical straightforward needs and expectations. Develops basic knowledge of supports and services offered. Learns to provide information and referral to others. Develops an awareness of diversity and confidentiality requirements and relevant stakeholder relationships and the importance of these.	Assists customers to address their practical straightforward needs and expectations. Adopts a flexible approach. Has working knowledge of available supports and services. Undertakes communication and liaison with customers. Demonstrates confidentiality and diversity awareness. Provides information and can refer to others. Understands relevant stakeholder relationships and the importance of these.	Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relation to sensitive issues. Assists with building and maintaining positive relationships with stakeholders.	Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding of relevant service delivery theory and has operational knowledge of supports and services available. Is flexible and suggests alternatives and gathers information to enable effective referral. Undertakes service liaison/communication with customers during complex problem resolution. Understands confidentiality and diversity aspects. Understands and assists with building and maintaining relevant stakeholder relationships.	Works with customers to explore and resolve a variety of their complex needs, expectations and goals. Has comprehensive knowledge of supports and services available internally and externally. Models a flexible and creative approach. Undertakes service liaison/communication with customers in a variety of complex problem resolutions. Suggests alternatives and organises referral. Promotes diversity awareness and confidentiality aspects. Understands relevant stakeholder relationships and the importance of these to the organisation. Assists with building and maintaining positive stakeholder relationships.	Ensures customers are appropriately supported in exploring and resolving their needs, expectations and goals. Comprehensive knowledge of supports and services available. Ensures: quality of service; effective liaison/communication with customers; confidentiality, diversity awareness, provision of information and effective internal and external referral practices. Ensures team members possess required knowledge and approach situations flexibly and creatively. Understands significant stakeholder relationships and their importance. Contributes to positive relationships with relevant stakeholders, building a network of people as required.
<b>Personal Accountability</b>	Develops basic understanding and adheres to organisation policies & procedures and all government legislation and standards relevant to own role. Learns responsibility for workplace health, safety and wellness. Understands the need to appropriately use resources. Learns accountability requirements in own role. Learns to assist in maintaining organisation's image and reputation.	Adheres to organisation policies & procedures and all relevant government legislation and standards, including workplace health, safety and wellness responsibility. Identifies quality variations against standards and procedures in own work area. Adopts personal accountability in own role. Uses resources efficiently. Maintains organisation's image and reputation in context of own role.	Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Follows detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.	Adheres to organisation policies & procedures and all relevant government legislation and standards. Encourages others. Understands and interprets complicated standards which require variations to procedures. Adopts a professional approach to own accountability and influences others. Supports safe work practices. Recognises responsibility in maintaining own organisation's image and reputation and assists other staff.	Promotes and adheres to organisation policies & procedures and all relevant government legislation and standards. Models a professional approach to own accountability. Guides others in the efficient use of resources and in meeting quality standards; assists in achieving compliance. Provides a reference point based on years of experience. Supports team members and models and implements safe work practices. Assists in the promotion of own organisation's image and reputation.	Ensures adherence to organisation policies & procedures and all relevant government legislation and standards. Regularly assesses and reports on compliance. Ensures the implementation of new/amended procedures and quality standards. Monitors and ensures efficient and effective use of organisation financial and other resources. Maintains a safe and healthy workplace. Ensures organisation's image and reputation is maintained.
<b>Innovation</b>	Learns the importance of flexibility and creativity in role. Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work.	Appreciates the need for resourcefulness, creativity and adaptability within role boundaries. Open to new approaches. Takes responsibility for continuous improvement and risk mitigation in own work. Resolves routine problems. Suggests changes.	Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.	Meets responsibilities using a resourceful and creative approach. Seeks opportunities to innovate within the context of the role. Solves problems requiring the practical application of theory. Understands why risk mitigation and continuous improvement are important and can convey this to less experienced staff.	Adopts a resourceful and adaptable approach to work. Encourages creativity in others. Identifies opportunities for improvement to services provided. Able to address and mitigate risk and advise others; assists in risk assessments. Recommends changes to procedures and standards that impact beyond own team.	Ensures resourcefulness and creativity are enabled. Recognises individual contributions. Identifies and contributes to opportunities for innovation across teams. Ensures risk mitigation and assessment and quality improvement practices are in place. Applies appropriate problem solving and decision making tools to complex practical matters arising in the improvement process.
<b>Experience / Qualifications</b>	Ability to develop capability across all competencies required at this level of work. Equivalent to VET Certificate 1.	Equivalent to VET Certificate II in relevant studies or equivalent experience. Is capable across the full range of competencies required.	Equivalent to VET Certificate III in relevant studies, or equivalent knowledge and experience.	Equivalent to VET Certificate IV in relevant studies, or equivalent knowledge and experience. Operates at the level of a very skilled team member.	Equivalent to VET Diploma/Advanced Diploma/Associate Degree, or equivalent knowledge and experience obtained through ongoing professional development.	Equivalent to 3 year degree or equivalent knowledge and experience, or VET Advanced Diploma/Associate Degree with experience.

The Framework columns build on the previous column, and the higher job levels encompass the requirements of job levels to the left.

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Functional Requirements	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
<b>Person-Centred Knowledge &amp; Application</b>	Learns and develops knowledge that: each person with disability has specific goals and aspirations; a person's own plan is implemented to achieve outcomes; service offerings/supports are adaptable to meet a person's goals. Is aware of the person-centred approach.	Develops a practical understanding of: the range of goals and aspirations that might be identified by a person with disability, the process of implementing a person's individual plans, and the customisation of service offerings/supports and procedures. Builds understanding of the person-centred approach.	Has a working knowledge of the process through which a person with disability identifies their goals and aspirations and person-centred plans are developed. Understands the person-centred approach. Assists with practical implementation of plans and service offerings/supports to meet a person's goals.	Has an enhanced working knowledge of person-centred approaches and the process of working with a person with disability to identify their goals and aspirations. Contributes to the practical implementation of person-centred plans that include multiple service offerings/supports.	Has a thorough practical working knowledge and understanding of person-centred approaches to service offerings/supports. Aware of the range of goals and aspirations of people with disabilities and implements person-centred plans involving the provision of multiple service offerings/supports. Assists with contributing to local planning and development of service offerings/supports.	Ensures person-centred approaches to identifying goals and aspirations for people with disabilities are understood and incorporated into plan implementation and service offerings/supports. Implements individual plans and may supervise implementation and alignment of person-centred approaches for a team or work area based on relevant practical and theoretical knowledge. Contributes to local planning and development of service offerings/supports.
<b>Personal Care, Skill Development &amp; Support</b>	Develops the capability to assist a person with personal care, including food preparation, hospital visits, shopping, financial support, basic maintenance of equipment, household maintenance and cleaning, transport and other goals and needs. Develops the capability to provide emotional and social support for people with disability.	Assists people with personal care, living skills, transport and with meeting other goals and needs. Develops a basic understanding of the range of care requirements. Gathers information through awareness and observation. Is able to discuss progress with goals and provide straightforward emotional, social and behavioural support for people with disability. May provide information on other services.	Understands and follows individual support plans to address a person's goals and health and wellbeing. Provides standard personal care, living skills, transport, social and other support. Engages with the person to support achieving goals and encourages further independence. Uses appropriate tools and technology to support the person's skill development. Under guidance, administers medications and provides assistance involving precise and complicated procedures. Gathers information through awareness and observation. Supports necessary referrals.	Understands a person's goals and requirements. Follows their support plan to address goals and health and wellbeing where care and/or environmental issues are complex. Provides personal care, living skills, transport, and other services and support. Engages with people with complex care and/or environmental circumstances to support achievement and encourages further independence. Uses and encourages application of appropriate skill development tools and technologies. Administers medications and provides assistance involving precise and complicated procedures. Suggests alternatives to existing arrangements. Uses observation skills and disability knowledge. Gathers information to enable effective referral.	Understands a person's goals and requirements and their individual support plan in circumstances where complex care and/or significant environmental factors exist. Provides personal care, living skills, transport services and other support. Undertakes service delivery liaison/communication with people in respect to a variety of complex problem resolutions involving multiple delivery methods. Organises referral through a comprehensive understanding of the range of support and services offered. Assists in allocating staff, based on skills and disability knowledge, to meet a person's needs and goals. May assist more senior staff with the evaluation of programs and prepares related reports as required.	Ensures all duty of care and safety requirements are adhered to in respect to personal care and related support, including the administration of medications. Ensures provision of all relevant levels of required assistance including appropriate use of tools and technologies. Ensures appropriate allocation of staff, service delivery liaison/communication; provision of information, and effective referral practices. Ensures team members have an appropriate level of disability knowledge and the skills to engage with people. Assists with the evaluation of programs and preparing reports as required. Will also participate in the planning and development of service offerings/supports.
<b>Participation &amp; Inclusion</b>	Learns to support a person with disability and their family/carers in the areas of life learning, participation, employment and inclusion in the community. Assists in accessing agreed activities, organising outings, and providing transport.	Supports a person with disability and their family/carers in the areas of life learning, participation, employment and inclusion in the community. Supports people and families in accessing agreed community activities. Assists in organising individual and/or group activities, outings, transport.	Supports a person with disability and their family/carers in the areas of life learning, participation, employment and inclusion. Supports the achievement of life learning, recreation, employment and educational goals and aspirations. Supports people and families in identifying and accessing community activities, education/training and employment. Advocates for a person as required.	Supports a person with disability and their family/carers in achieving life learning, recreation, employment and educational goals and aspirations. Tailors support to meet specific goals and needs identified in individual plans. Supports people with complex needs and goals and their families in identifying and accessing community activities with a view to meeting social participation, training and/or vocational goals.	Supports a person with disability and their family/carers in achieving life learning, participation, learning and employment goals and aspirations. Assists people and their families/carers to resolve a variety of complex matters relating to community activities and inclusion goals. May oversee the implementation of individual plans involving access to multiple service offerings. May assist with the supervision of other team members engaged in the implementation of individual plans.	Ensures people with disabilities and their families/carers are appropriately supported in the areas of life learning, participation, employment and community inclusion. Ensures goals and aspirations are met through effective individual plan implementation and support processes, particularly for people with a variety of complex requirements. Develops or assists with identifying an appropriate range of opportunities and activities. Assists with implementing individual plans that include provision of social participation, training, employment and referral interventions.
<b>Community Engagement &amp; Education</b>	Develops knowledge of community networks that impact on the work. Learns to present people with disability positively to the community.	Has a general knowledge of community networks and links with direct service provision. Presents people with disability positively and educates others in the community. Works effectively with volunteers.	General knowledge of functions of community networks and links with other community services providing direct services. Presents people with disability positively and educates community members. Works with volunteers to facilitate opportunities for involvement.	Knowledge of relevant community networks and relevant external services. Presents people with disability positively in the community. Educates the community through proactively engaging and networking with staff from community organisations, community groups and with volunteers.	Detailed working knowledge of relevant community networks and relevant external services. Assists with representing own organisation. Builds strong working relationships with community groups and other agencies. Works proactively to extend links and build disability knowledge and capacity in the community. Networks with staff from community organisations and community groups, and utilises volunteer support.	Ensures appropriate community links. Ensures a positive image of people with disability and the organisation in the community is presented. Ensures team members build knowledge and strong working relationships with community groups, service providers and other agencies. Represents own organisation and works to extend these links and build disability knowledge and capacity in the community. Ensures volunteer resources are engaged, developed and utilised effectively.
<b>Reporting, Documentation &amp; Administration</b>	Learns responsibility for reporting, documentation and administrative requirements in role. Learns to maintain appropriate notes in relation to a person and other documentation to required standard. Enters data and learns use of relevant communications and technology systems.	Adheres to reporting, documentation and administrative requirements about a person's self-care environment, accidents/incidents and/or behaviour. Maintains appropriate notes in relation to the person and other documentation to required standard. Uses relevant communications and technology systems, including for creating/maintaining service records and for billing purposes.	Adheres to reporting, documentation and administrative requirements about changes in a person's achievements, self-care and/or behaviour. Maintains appropriate notes and other documentation. Uses relevant communications and technology systems to meet reporting and administrative requirements including creating/maintaining service and billing records. Suggests changes to improve documentation, reports and administration within the context of the role.	Adheres to reporting, documentation and administrative requirements. Identifies gaps and suggests changes to reporting and administrative processes. Assists with implementing agreed changes within the work area. Maintains appropriate documentation to required standard. Uses and guides others in the use of communications and technology systems for reporting and administrative purposes, including service and billing records.	Adheres to reporting, documentation and business administration requirements and assists others in following procedures. Promotes and supports appropriate use of communications and technology systems. Assists with the implementation of new/amended reporting and administrative requirements and meeting team and organisation requirements for data and information. Recommends changes to documentation and procedures.	Ensures adherence to reporting, documentation and business administration requirements. Ensures procedures are adhered to and appropriate documentation is maintained. Ensures the implementation of new/amended reporting and administrative requirements. Ensures use of relevant communications and technology systems by all relevant staff. Ensures the required service and billing records are maintained. Ensures all reporting and administrative matters are addressed to meet team and organisation requirements.

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