



**Position:** Household Facilitator

**Accountable To:** Service Manager

**Award Level:** CPL Award Level 4

### Job Purpose

To provide local coordination for a Community Household that provides 24-hour accommodation support for people with disabilities. This role involves both local co-ordination and direct support work on a rostered basis. Some sleepovers will also be required.

To support continuous improvement in the business performance of CPL's Support at Home Service and effectively contribute towards achievement of the organisation's vision and purpose.

### Key Result Areas

- In consultation with clients and within available resources, to ensure that the roster reflects that Clients' personal care needs are adequately and safely met in a safe environment which meets the requirements of Duty of Care and Workplace Health and Safety
- The service is flexible and responsive to clients' needs, e.g. for support to access medical and similar appointments, banks, shops and recreation activities.
- Adequate arrangements are in place for planned absences, emergencies and back-up staff.
- Co-ordinate the day-to-day operation of the household, in a way that is consistent with CPL Philosophy and Policies.
- Provide a positive living environment and to support clients to be as independent as possible.
- Support and encourage individuals in a positive manner to make choices and participate in decisions about their daily lives, and that their dignity, privacy and the security of their possessions are maintained.
- Set priorities for the household, draft and maintain a functional staffing roster and distribute tasks in an equitable manner to ensure smooth and flexible service delivery.
- Maintain systems of recording and reporting and monitor all day-to-day activities of the household.
- Assist clients to manage their household, e.g. providing support to clients with menu planning, shopping, shift/staff duties list, household repairs and maintenance and bill-paying.
- Support clients to manage their financial affairs and to maintain current financial systems, in collaboration with family, management and other stakeholders
- Encourage and assist clients to develop and maintain a network of friendships and supports within their community.

### Supplementary Responsibilities

- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the job as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the role.

### Communications

- Reports to Service Manager
- Clients to clients, families, accommodation service staff, other relevant CPL and external providers.

### Selection Criteria

- Demonstrated high level of communication (written and verbal), negotiation, conflict resolution skills and the ability to promote ideas and solutions clearly.
- Ability to work in a team environment and also independently within the household and the community.
- Ability to organise, exercise judgement and employ problem-solving skills within organisational guidelines.
- Ability to develop effective and flexible strategies for the provision of accommodation and lifestyle support for clients with high support needs.
- Good organisation and time management skills.
- Demonstrated ability in team leadership/coordination including ability to apply feedback relative to individual performance and give constructive feedback to others to improve performance and provide basic on-the-job training.
- Ability to interpret needs and responses and to act sensitively in interactions with others.
- Demonstrated skills, knowledge and experience and/or relevant qualifications in the support of individuals with complex needs.

### Other Requirements

- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening;
- CPL is committed to the safety of our staff. People handling and manual handling are integral components of direct support work and a degree of physical fitness, strength and flexibility is required to undertake this role safely. Safe handling procedures are documented and equipment including slide sheets and hoists, and training are provided.

#### Our Vision

An inclusive world for all people.

#### Our Purpose

To provide services and advocate for people with a physical disability to:

- Maximise independence and opportunities
- Promote physical and emotional well being
- Enhance social and economic participation
- Support the achievement of a fair and fulfilling life