

Guide Dogs.

Position Description

Position Title: Client Programs Assistant

Department: Client Services

Reports to Position: Client Programs Lead

Direct Reports: Nil

Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

C – Committed

A – Accountable

R - Respectful

E – Ethical

S – Successful

NDIS/Blue Card Risk Assessed Role

Managers to complete risk assessment – please select:

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☒ Yes ☐ No

More than incidental contact with clients ☒ Yes ☐ No

Work in settings, outside of GDQ, while children are present ☒ Yes ☐ No

Portable Long Service Leave

This role is entitled to Portable Long Service Leave.

Position Overview

The Client Programs Assistant works within an interdisciplinary team to support the delivery of high-quality individual and group programs to clients within disability standards.

This is a broad role which may include at various times assisting with clinical support, administration and reception duties, overnight care for individuals onsite during residential programs, and supporting or in some cases, delivering person-centered life-skills, recreation activities, community access and potentially in-home support to Guide Dogs Queensland clients.

Essential Functions and Responsibilities

- Supporting and where appropriate, delivering life-skills programs, recreational activities and community-based services for individuals and groups.
- Provide cleaning, catering, supervision and support for adults, young people and children whilst residing at GDQ residence during programs including overnight care as agreed.
- Provide support and assistance as needed to clients with daily living tasks such as meal preparation, orientation to the environment.
- Collaboratively and as directed, ensure that building, food, and laundry supplies, first aid kits and workplace safety checklists are maintained and that all spaces within the CS building and where client programs are held are kept clean and well maintained.
- Understand, practice, and achieve effective clinical governance to prevent incidents, manage risk, enable accreditation and accountability of quality of care.
- Maintain understanding of, and strict adherence to, legislative and regulatory frameworks covering service delivery including NDIS, privacy, and confidentiality.
- Ensure that services are provided in a manner respectful of the languages, literacy levels, cultural beliefs, and practices of our clients.

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- Administration support and assistance and other duties as required in a timely and professional manner.
- Complete project work in consultation with Client Services leadership.
- Reception duties as required.

Other Duties and Responsibilities

- Foster pleasant, respectful, and productive working relationships with staff.
- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Ensure behaviour is aligned with GDQ's values at all times.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Supervisory Responsibilities

Nil

Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- Ability to perform all physical requirements of the position.
- Current Open Drivers Licence.
- Integrity and strong work ethic including planning and effective time management skills.
- Effective communication and interpersonal skills including working with people who have limited communication ability; and capacity to build rapport with a wide range of people from varied backgrounds.
- Computer literacy.
- Emotional intelligence, including skills in active listening, empathy, problem solving and conflict resolution.
- Demonstrated ability to work constructively and collaboratively with others and contribute to a positive team culture.
- First Aid qualification and current immunization status as required by GDQ.
- The ability to work independently but also obtain supervision, support and debriefing as required.

Desirable

- Certificate III in Disability or equivalent qualification/experience.
- Medication assistance certificate/training.
- Food Handling certificate

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Working Conditions and Environment

Capacity to maintain an appropriate level of professional boundaries and effectively manage difficult situations, potentially including distressing situations regarding client life circumstances, or dealing with people that may have unreasonable requests or demands.

The position is a mix of activities with time spent at a desk and operating computer equipment; and physically working with people in clinical, residential and community settings. Driving a motor vehicle and out of hours and weekend work is also required.