

Gilgandra Shire Council

POSITION DESCRIPTION

**Community Services Worker (Grade 2)
Life Skills Centre**

Position Details

Division / Department	Orana Living
Classification / Grade	Community Services Worker Grade 2
Location	Gilgandra NSW

Key Purpose of Position

To provide direct support to persons with a disability with their daily activities as part of the Orana Living Life Skills Centre. To positively participate in the coordination of the day-to-day operation of the Life Skills Centre in accordance with Orana Living's aims, objectives, policies and procedures, and legislative requirements, and provide support to the Management group and positive working conditions for other staff. The role is also involved in carrying out duties associated with Health and Fitness and Post School Options activities.

Organisational Relationships

Refer to **Organisational Chart**.

The supervisor(s) of this position	Life Skills Centre Supervisor Grade 3
Positions also reporting to this supervisor	
Positions reporting to this position	Nil

Organisational Environment

The objectives of Orana Living are to provide every opportunity to assist each individual client to reach the highest level of independence as possible with dignity and strive to continue to improve service delivery so that the client and organisation aims are met.

The Role of the Position

Support of Services/Functions

- Provide direct support in the delivery of services/functions within the Life Skills Centre
 - Provide direct supervision and support to persons with a disability at a best practice level
 - Support and coordinate the day-to-day procedures and operation of the Life Skills Centre, including completing administrative requirements, supporting other staff, and maintenance of the physical site
 - Promote and improve the health, fitness and nutrition of clients
 - Facilitate meaningful and enjoyable social interaction and community participation for clients
- Support the development and implementation of the goals and objectives of Orana Living
- Assist in promoting the image of Orana Living and to maintain good public relations
- Maintain a commitment to continuous improvement and to meeting Disability Service Standards in the service outlet
- Participate in development reviews and provide feedback as requested in relation to improving Orana Living services and systems

General Requirements

- Display a professional and positive image when on duty through positive attitude, appropriate presentation, and commitment to clients, fellow staff members and others
- Demonstrate a full commitment to Orana Living when dealing with community members and others when on duty
- Work within the NSW Disability Services Standards in all aspects of service delivery
- Work within the relevant industrial Award
- Demonstrate commitment to following and supporting the organisation's goals and policies and procedures
- Adhere to and work through the correct staff structure
- Strictly work by the Staff Code of Practice, Staff Dress Code, Council Code of Conduct and Confidentiality agreement
- Carry Organisation staff identification card and use as procedures state when on duty
- Carry outlet mobile phone whilst in community
- Attend required position training to develop and improve skill levels
- To work at Life Skills Centre on a rotating roster system with relevant notice prior to rotations
- To undertake compulsory annual leave as instructed during the December/January period
- Work in accordance with organisational administration requirements
- Make immediate decisions/judgments to address client needs/requests within organisation policy and procedures areas
- Respect elected positions held by clients and staff
- Assist as required with emergency situations

Service Outlet Responsibilities

- Ensure the outlet is kept clean, safe and well maintained
- Ensure all clients and Organisation vehicles, equipment and furnishings are cared for and maintained
- Ensure the day program office is kept in good order so easy access of information is maintained
- Follow vehicle use procedures, including completing travel sheets
- Participate in the transporting of clients as requested and required (drive organisational vehicle, complete and/or provide escort on bus runs)
- Complete all necessary documentation and reporting in a professional manner and as instructed
- Ensure any outlet keys are properly managed as per procedures
- Assist new staff to learn the outlet routine
- Participate in staff meetings, complete any requirements for meetings, action plans and present information as required; chair and take minutes as required
- Assist or conduct service outlet Fire Drills and related documentation when required
- Help to ensure that a positive and welcoming environment is maintained for clients, both physically and emotionally
- Undertake other relevant duties as required and directed by management

Coordination and Supervision of Client Issues

- Provide a high standard of support to clients in the provision of daily living and individual needs (i.e. health, personal care, physical, emotional, spiritual, sexual, cultural, recreational, social, financial and vocational), working towards maximising their independence and participation
- Provide a high standard of support to clients in the provision of individual health and fitness programs, working towards maximising their independence and participation
- Develop, implement and run individual fitness programs for identified clients
- Record and analyse client statistics and results in relation to health and fitness programs
- Provide staff with guidance and required outcomes for improved client nutrition outcomes.
- Assist Grade 3 staff to establish, and clients to participate in, client individual and group sport/recreation and social activity
- Work hands-on with clients across all areas of needs at the Life Skills Centre and in the community
- Assist and guide Clients in a professional and positive manner
- Participate fully and proactively in the development of client Individual Plans and other associated plans
- Work in accordance with client Individual Plans: be responsible for implementing, documenting and reviewing program goals
- Implement and run client specific individual/group program activities as required
- Complete all individual health needs in a professional manner and as per organisational procedures, including: diabetes checks, catheter bag changing, dietary needs, blood pressure checks, and health appointments as instructed
- Complete all medical request forms and follow up on medical advice as requested

- Be responsible for assisting the administration of medication and signing as per client medication plans in accordance with service procedures
- Assist clients with their individual work experience goals and responsibilities
- Respect and work within individual client skill levels
- Wash and iron client clothing as required
- Respect and support all elected Client Representatives
- Adhere to Clients rights to privacy and confidentiality within all areas of service delivery
- Maintain duty of care to clients at all times and in accordance with organisational policy and procedures
- Treat clients with full respect at all times
- Listen to, document and facilitate the actioning of client requests in an appropriate and constructive manner
- Deal with client complaints and concerns promptly as per procedures
- Respectfully liaise with clients' family members, advocates, guardians and other stakeholders' to foster open communication and involvement
- Ensure all fellow supporting persons in service or drop in roles respect that they are within the clients' day area

Staff Team Participation

- Participate as required in regular staff supervision, evaluations, competencies assessments and performance management
- Adhere to and work through the correct staff structure
- Ensure that effective, safe and progressive client support is provided by the staff team
- Be an effective and cooperative team member, ensuring that duties are fairly allocated, undertaken and completed, and that communication is positive and open
- Provide support to other team members' development and respect one another's skill levels and experience
- Share information and knowledge with other staff members in order to enhance service delivery to clients and support team development
- Attend team training as required in order to assist consistent team deployment and staff member understandings
- Take an active role in staff meetings and provide support and documentation as required
- Assist new staff to complete Induction and orientate to organisational approaches
- Adhere to rostering requirements and shift duties
- Maintain a professional attitude and approach to personal issues and concerns of other staff members as per policies and procedures
- Follow organisation grievance policies
- Ensure that team member privacy is respected at all times

Budget Management

Participate in financial management and budgeting procedures as instructed by the Supervisor and in accordance with the policies of Orana Living.

Communication

Provide an effective link between the service clients, Supervisors, families, guardians and other stakeholders.

Internally, the Life Skills Centre Worker:

- Reports directly to the Life Skills Centre Supervisor
- Works directly with other support staff and the Supervisor in the day program
- Works directly with and assists Clients on an individual and group basis
- Works directly with specialist staff to make overall service delivery consistent
- Attends staff meetings and Client meetings as required, and also other specific meetings arranged by the Manager
- Works with organisation administration staff as required (including rostering documentation and requirements)
- Works as directed by Medical Coordinator and Systems & Training Coordinator

Externally, the Life Skills Centre Worker:

- Liaises with families, guardians, advocates and other stakeholders to discuss client issues
- Liaises with employers and employees of outlets supporting clients' work experience
- Liaises with other services, government agencies, the community and contractors on an as needed basis in order to support day program activities

Work Health and Safety

Individual's employees must:

- Take all reasonable and practicable steps for their own health and safety and of others affected by their work
- Comply with the safety procedures and directions imposed in the interest of health and safety
- Not wilfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of employees
- In accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to either their elected health and safety representatives, team meeting or Supervisor
- Use all lifting devices and follow policies and procedures regarding manual handling and personal protective equipment
- Contribute to input and work by all risk assessments/ safe work method statements and identify any hazards

Knowledge, Skills and Experience

- An empathy for working with and for people with a disability
- Demonstrated understanding of persons with intellectual and physical disabilities
- Demonstrated total professional commitment to day to day needs of persons with an intellectual disability

- An ability to develop a working empathy with clients
- A sound knowledge of the National Disability Service
- An ability to work as a part of a team and fully contribute to staff team meetings
- Effective time management skills and an ability to prioritise duties
- Self motivated and task orientated
- Demonstrated understanding of Work Health & Safety requirements
- Sound literacy and numeracy skills
- Positive physical capabilities – the position does require moderate physical demands and emergency responses

Desirable

- Computer skills, including Microsoft Office Software Package

Essential qualifications

- Certificate III Community Services Disabilities (Aged Care or Home Care) or commitment to obtain within 12 months of appointment
- Current First Aid Certificate – copy to be submitted with application
- Current Drivers Licence Class C /or Current Class C Provisional Licence - Copy to be submitted with application (Drivers on red 'P's' may drive Organisation vehicles excepting the large wheelchair bus)

Selection Criteria

For the purposes of selection the assessment of the candidate will be based on the skills, knowledge, experience, qualifications and personal attributes that are listed above.

Selection decisions will also be based on the candidate's demonstrated capacity to conduct themselves in line with the operating principles of Gilgandra Shire Council, their previous work performance, and their potential to develop within the role.

Scope of Responsibility / Key Performance Indicators		
Responsibility Area	Role Accountability	Performance Indicators
Service delivery / support of operations	Deliver direct support services to persons with a disability across prescribed areas of activity and individual needs in accordance with relevant legislation, Council policy and procedures to ensure consistent quality care and service outcomes for clients, families and stakeholders.	<ul style="list-style-type: none"> • Positive conditions and progressive outcomes are achieved for persons with a disability • Operational systems and program goals are followed • Daily service tasks are completed to best practice standards • Prescribed unit maintenance requirements are completed • Positive participation in program and organisational reviews • Records and documentation are appropriately maintained in accordance with Council policy • Activities undertaken comply with applicable legislation, regulations and organisational policy and procedures • Actions comply with ethical standards and Staff Code of Conduct
	Support the monitoring of the finances and assets of persons with a disability to ensure they are managed according to guidelines	<ul style="list-style-type: none"> • Clients and stakeholders report appropriate management • Required paperwork is maintained and submitted • Positive relationships are reported by Managers and staff • Innovation and practice development is supported
	Work with Support Workers and other staff to ensure best practice approaches are central to operations, and that continuous improvement is a cultural principle in practice	<ul style="list-style-type: none"> • Staff member actions comply with applicable legislation, regulations and organisational policy and procedures
	Safe work practices and conditions are maintained across all Day Program (Day Access Options) activities	

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Budget management	Monitor and manage the assets of the Day Program (Day Access Options) as directed and according to organisational policy and procedure to ensure appropriate use of resources	<ul style="list-style-type: none"> • Required documentation is maintained and submitted as directed • Procedural guidelines are followed • Assets are appropriately maintained
Team participation	<p>Work closely and constructively with the Day Program Supervisor and other staff members to assist to facilitate a working environment that delivers best practice services, promotes individual and team development and initiative and maintains professional approaches in work roles</p> <p>Support a team-based approach to ensure consistency and quality to service delivery and the functioning of the unit</p>	<ul style="list-style-type: none"> • Participation in scheduled supervision • Participate in scheduled training; be proactive in identifying areas of skill development and informing management • Participate in staff/team meetings as required and requested • Support provided to other staff members • Support is provided to new staff members in relation to induction, orientation and participation • Service is consistent • Allocated role responsibilities are delivered as required
Communication	<p>Positive and inclusive communication is achieved with other staff members</p> <p>Positive and inclusive communication is achieved with clients, families and other stakeholders</p>	<ul style="list-style-type: none"> • Other Support Workers and organisational staff report appropriate and effective communications • Clients, families and stakeholders report appropriate and effective communications

Certification of Position Description

General Manager Authorisation:

Name	Signature	Date

Acknowledgment of Understanding of Role Detail by Candidate

Name of Candidate	Signature	Date