

POSITION:	Disability Support Worker/Family Contact Worker
LOCATION:	New South Wales
AWARD/AGREEMENT:	Social, Community, Health & Disability Services Employees (SCHADS) NSW
AWARD CLASSIFICATION:	Level 2
REPORTING RELATIONSHIPS:	Senior Operations Manager

Lifestyle Solutions provides support to people with disabilities and Case Management services to children and young people, their families and carers to promote family connections. This position will be based at Broken Hill Office and will involve travel to the carers home to promote the connections a child or young person has to their families, and travel to customers homes to support them in home, or in the community. The person will be required to support and supervise contact between children and young people and their families.

DUTIES AND RESPONSIBILITIES

1. Cultural Sensitivity and Awareness

- Support learning opportunities for foster carers to develop knowledge and understanding of cultural backgrounds and perspectives and utilise this knowledge to inform practice and support of people
- Ensure Carers embrace the cultural needs and views of children and young people and incorporate into their daily lives
- Value and respect the diversity of cultures in the process of implementing plans
- Ensure that support is linguistically and culturally appropriate to the needs of children and young people
- Embrace diversity positively and adopt an anti-bias approach
- Understand the current trends, issues and philosophies that underpin the provision of services to children and young people and share that information with Carers to continuously improve support services

2. Family contact

- To supervise contact for children and young people with their families.
- To provide transport to and from the carers home for children and young person to have contact with their families in line with their case plan.
- To provide comprehensive report outlining the activities and interactions driving contact.
- Work alongside the Case Manager and ensure the case plan developed is relevant and meets the need of the child and young person
- Maintain a comprehensive report regarding contact

- Maintain database records regarding contact if relevant
- Advise Case Manager of any child protection issues immediately
- Take initiative to cease contact if the visit is not meeting the child or young person's needs.
- Attend meetings as needed

3. Family Contact support and guidance

- Provide support that is aligned with the values of the organisation and creates an environment that is conducive to the delivery of quality support
- Actively work with Carers to overcome barriers in meeting the needs of the children and young people we support
- Communicate effectively sharing information and responding to feedback appropriately
- Provide support and supervision to all direct reports that facilitates an open and honest forum for staff to share feedback, ideas and concerns
- Conduct service meetings that allow all staff to share equally, are updated all on relevant information and minutes and actions are documented and circulated
- Proactively support Carers to meet performance expectations

4. Person

- Understand the needs and experiences of the people we support
- Empower individuals and respect their right to make informed decisions and choices
- Promote dignity, privacy and confidentiality
- Demonstrate a commitment to meeting the needs of the people we support and upholding their rights regardless of personal values and attitudes
- Work effectively with the person's abilities, strengths and needs
- Develop and maintain a safe and professional relationship with all people we support
- Assist, support and develop independence in personal care, health care and hygiene in areas such as dressing, washing, toileting and eating as required
- Provide appropriate role modelling for the people we support
- Practice active listening and develop trust with the people we support and their support networks
- Ensure consistency of approach with the people we support
- Ensure that any medications taken by the people we support are administered according to the Management of Medication Policy and Procedure

5. Place

- Create a homelike environment that reflects the needs, culture, personality and aspiration of the people we support
- Support skill-development programs that encourage participation in leisure, sport, recreational activities, and community integration and involvement
- Support people to maintain regular contact with family, friends and advocates and to develop personal, community and social relationships
- Support people to establish connections and networks that extend beyond the service system (for example, community groups, neighbours, clubs etc.) that is aligned with individual goals
- Ensure all chores are carried out to maintain the service outlet in a clean, tidy and hygienic manner
- Ensure that all documentation and record keeping is completed and processed according to organisational policy and procedure
- Ensure that privacy and confidentiality are maintained at all times and that files are securely locked away when not in use
- Keep files for the people we support up to date with all pages in correct sequence

6. Planning

- Implement individual and group programs that assist people to develop life skills in areas such as budgeting, shopping, meal planning, cooking, using public transport
- Liaise with and work cooperatively with other service providers in a professional manner to enhance outcomes for the people we support
- Work from a framework of person centric thinking, planning and practice
- Assist and support the people to develop skills and access training which will promote community participation, integration and employment opportunities
- Actively participate in the assessment, development, implementation and monitoring of Individual Plans
- Assist people to identify appropriate and achievable goals as well as strategies to achieve these
- Where appropriate ensure that stakeholders have been invited to and have been consulted in the Individual Planning process
- Collect information and provide reports as directed
- Attend Individual Planning meetings as required
- Identify appropriate life skill domains for the people we support and develop programs which will contribute to the development of their life skills
- Ensure outcomes of goals and objectives are recorded, files are kept up to date reflect individual journey's and feedback is provided regularly

7. Participate in Support Team

- Attend and actively participate in team meetings and other meetings as required
- Take an active role in your own personal development and participate in training, education and staff development as requested
- Take responsibility for giving and receiving feedback appropriately within the team
- Contribute to and support team decisions
- Buddy with and mentor new staff as directed

8. Service Delivery and Continuous Improvement

- Identify contractual requirements and ensure all performance criteria are achieved and reported on
- Identify the appropriate department key stakeholder/s and build and maintain professional relationships with them regarding progress, funding, and concerns of the children and young people
- Establish and maintain a commitment to best practice
- Implement, monitor and assess continuous improvement strategies in consultation with line manager that achieve improved support for children and young people
- Ensure Carers maintain an understanding of the relevant service Standards and any other essential industry standards
- Support Carers in accordance with organisational policies and procedures, ensuring all relevant Policy and Procedure Manuals are available to all direct reports
- Actively educate and monitor the understanding and implementation of all policies and procedures of the organisation, by all direct reports
- Participate in quality assurance processes with a focus on continuous improvement, data collection, review and monitoring
- Ensure services comply with all relevant position handbooks, guidelines, policies, procedures and standards
- Immediately report all incidents or situations that may negatively impact the health and wellbeing or reputation of people we support or the organisation, following organisational reporting protocols

9. Maintain a proactive health, safety and wellness culture

- Positively promote a culture of health, safety and wellness amongst Carers in your area of responsibility.
- Ensure the completion of health and safety inspection forms within team and/or site(s) on a monthly basis.
- Consult with line manager before changes are made to the work/processes or workplace, which may affect the health, safety and welfare of workers
- Implement corrective safety actions within area of responsibility
- Assist the Return to Work Co-ordinator to identify tasks which may be suitable as alternative work to rehabilitate an injured worker

POSITION DESCRIPTION

- Assist the Return to Work Co-ordinator to facilitate the smooth return to work of injured employees and notify any changes affecting an injury or the workers ability to meet the physical requirement of their role and/or RTW plan.
- Bring any health safety and wellness concerns to the attention of the Health Safety and Wellness team

10. Contribute positively to the work of Lifestyle Solutions

- Uphold the sentiments of Lifestyle Solutions Mission and Vision Statements, using the values to guide your work and decision making
- Promote the work and profile of Lifestyle Solutions in the community
- Contribute to consultations regarding strategy, policy and procedure development and operational aspects of the support we provide
- Attend network meetings, document outcomes and provide feedback to the appropriate staff, managers and people we support
- Build relationships and networks who provide opportunities for people to access and participate more effectively in the community and who are aligned with the work of Lifestyle Solutions
- Provide reports as required by management
- Follow all reasonable directions provided by Lifestyle Solutions

SELECTION CRITERIA – *Disability Support Worker/ Family Contact Worker*

KNOWLEDGE AND SKILLS:

Essential

- Relevant experience supporting people and/or children and young people or in a related area/field, that demonstrates a positive commitment to the duties and responsibilities of a Support Worker as outlined above
- Understanding of and/or experience in OOHC and/or disability
- Identify and response to risk of harm
- Ability to identify any risks of contact to children and young people
- Ability to work in an environment whereby there is conflict between carers and natural parents
- Computer literacy, competent administrative and documentation skills
- Excellent written and oral communication skills
- Willingness to work shift-work on a 7 day roster including weekends, sleepover shifts and public holidays as required
- Demonstrated interpersonal skills with the ability to communicate and relate well to customers and their families
- Demonstrated ability to work effectively with others as part of a team and contribute to team goals
- Display an understanding and commitment to privacy legislation, equal employment opportunity legislation, anti-discrimination legislation, WHS legislation and any other relevant legislation required for the role
- Knowledge of local community networks, training and employment opportunities

Desirable

- Demonstrated involvement in self-managed projects
- Demonstrated experience in community development activities

QUALIFICATIONS:

Essential

- Experience in working in OOHC and/ or disability services
- Good computer skills and the ability to use a database
- Drivers licence
- First aid certificate

Desirable:

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- Cert IV or diploma qualifications in Social Sciences, Community Services, Disability and /or equivalent experience in human services delivery

ACKNOWLEDGEMENT OF RECEIPT OF POSITION DESCRIPTION:

I, have read and understand the responsibilities of my employment as
Family Contact Worker, as outlined in this position description and accept these conditions.

Signed: _____

Date: _____

Return this page with your signed employment contract to:

Lifestyle Solutions
PO Box 81
Islington NSW 2296