



Ability Linker – Hunter and Metro South

Position Description

Position Title	Ability Linker
Responsible Council	Maitland Newcastle Central Council State Council
Reports To	Ability Links Team Leader
Locations	

Primary position objective	Linkers work within the local community to assist people with disability, their families and carers to be valued and active members of their community. Linkers provide a locally based first point of contact designed to improve access to, and engagement in, local community and mainstream services, and disability services where necessary. Linkers work with businesses and local communities to facilitate social and economic inclusion of people with disability.
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Linkers will ensure their work is undertaken within the philosophy of the St Vincent de Paul Society NSW, the Code of Conduct and in accordance with the policies, procedures, aims and objectives of Ability Links. Linkers will work within the Ability Links program guidelines and meet all goals and targets set.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Service Overview

St Vincent de Paul Society NSW is funded by the NSW Government Ageing, Disability and Home Care to deliver Ability Links NSW in the Hunter and Metro South region, in partnership with Settlement Services International.

Ability Links NSW is a key foundation in the NSW Government's plan to reshape and improve the way people with disability, their families and carers in NSW are supported by placing them at the centre of decision-making. Ability Links works with people with disability (9 to 64 years), their families and carers to facilitate social and economic inclusion in their local community.

This is a service of the St Vincent de Paul Society, and forms part of the NSW Government's contribution to the National Disability Insurance Scheme and works collaboratively with LAC partners.

Duties and Responsibilities

The Ability Linker is responsible for working with people with disability, their families and carers to help plan for the future, build on their strengths and skills and develop networks in their own communities to do what they want with their lives outside the traditional disability service system.

In meeting program goals and local targets, it is expected a Linker will balance their workload between working directly with people, promoting the program through community activities and undertaking community capacity building work. On average, Linkers will work with 8-15 people at any given time or approximately 40-50 people per annum.

Support and Planning

1. Developing and maintaining effective working relationships with individuals, families, carers and communities in the areas specified
2. Providing accurate, relevant and timely information to individuals, families, carers, businesses and communities in the area specified
3. Assisting individuals, families, carers and communities to access information through a variety of means
4. Engaging with individuals, families and carers to identify their goals, strengths and needs, and plan for the future
5. Supporting individuals, families and carers to gain the skills, confidence and expertise required to plan for the future
6. Supporting individuals, families and carers to identify personal and local community networks to develop necessary supports and solutions to meet their goals and needs
7. Assisting individuals, families and carers to access supports and services in their local area that they need to pursue their identified goals and needs

Community Awareness and Engagement

1. Actively supporting positive partnerships between individuals, families, carers, local businesses and organisations and the broader community to build a more inclusive, welcoming and accessible community

2. Developing a sound understanding of the key issues for people with disabilities in the local area to inform local planning.
3. Actively participating in and contributing to the local community and businesses, including community-driven education and capacity building.
4. Building and maintaining a current working knowledge of local community supports and services

Administration

1. Ensuring persons, community activities and community connection records are maintained in the Smartersoft system in accordance with program procedures. Monitoring data and using this to plan and ensure those persons we assist, outreach and engagement work is targeted
2. Review own data using quality reporting checklist to ensure it is accurate and reflective of the work undertaken.
3. Report and act on complaints/feedback with Team Leader, Regional Coordinator or Program Manager in accordance with policies and procedures
4. Follow program petty cash/ purchasing procedures ensuring accurate records are maintained

Professional Development and Supervision

1. Participating in an approved supervision and performance development process and undertaking ongoing training and development relevant to the position
2. Participating in reflective practice within the team

Program contribution

1. Contributing to team activities, actively participating in internal meetings and workshops, and assisting in the development of Ability Links NSW
2. Participating in monitoring and evaluation activities
3. Participating in local, regional and statewide forums and information sharing activities as required to support the ongoing development of Ability Links NSW
4. Active participation and support with the LAC network in your area
5. Ensuring all service provision meets benchmarks, objectives and NSW disability standards

Continuous Improvement

1. Contribute to the development of quality practice, including identifying gaps in practice and resources
2. Participate in quality improvement activities such as audits, surveys and working groups
3. Contribute, assist and support team members and be involved and encouraging participation from persons and community groups we are working with
4. Contribute to the ongoing development and review of program procedures in collaboration with the broader team

Policy and Procedures

1. Adhere to the Society's policies and procedures and Code of Conduct while carrying out work activities.
2. Ensure practice is in line with the Ability Links NSW program guidelines and the local procedures

Environment

1. Ensure sound WHS practices are implemented and adhered to as per organisational policy and local systems/procedures.
2. Use vehicles in accordance with policies and procedures and ensure that any damage is reported

Essential Criteria

- Lived experience, or demonstrated understanding of the impact of existing or acquired disability upon individuals, families, carers and the community
- Relevant experience or qualifications in human services or community development.
- Ability to apply a person-centred approach to service provision, social inclusion and community development principles
- Highly developed communication, interpersonal and negotiation skills, and the ability to communicate sensitively and effectively with all people
- Demonstrated ability to work with limited supervision, manage a variety of tasks, achieve targets and display personal drive and integrity
- Flexibility, team work skills, and creative problem solving
- Willingness to adhere to and support the Mission, Vision and Ethos of the St Vincent de Paul Society and Code of Conduct
- Willingness to work flexible hours and undertake regular travel to a range of locations in response to program needs
- IT competency, including the use of Microsoft Office programs
- Have a valid WWCC and willingness to undertake a national police check as part of the pre-employment checks

Desirable Criteria

- Awareness of NSW Disability Standards
- Current NSW Drivers licence (Class C) and requirement to undertake regular travel across Ability Links LGAs and sites.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

We strongly encourage applications from people with disability, Aboriginal applicants and people from culturally and linguistically diverse backgrounds