

**Service Delivery - Position Description**

**School Leaver Employment Support Worker (SLES)**

<b>Date:</b>	10/01/2020
<b>Position Title:</b>	School Leaver Employment Support Worker
<b>Location:</b>	597 St Kilda Road Melbourne and Metro Area
<b>Department:</b>	NDIS Services
<b>Reports to:</b>	NDIS Youth Services Coordinator
<b>Direct Reports:</b>	Nil

**Organisation Purpose & Mission**

Deaf Children Australia’s (“DCA”) purpose is to remove barriers to the personal development and social inclusion faced by children and young people who are deaf or hard of hearing (DHoH). Our mission is to inspire and empower DHoH children and young people to reach their full potential. In achieving DCA's vital work, our organisation, staff and volunteers uphold the following values; Respectful, Accountable, Cooperative, and Committed to Service.

**Position Overview**

In this role you will deliver a range of individual and group based work readiness and employment supports. Though NDIS - School Leaver Employment Support (SLES) funding, Participants receive supports for up to two years that encourage and increase community participation, economic participation and increase capacity to reach employment goals. To support continuous improvement in the business performance of DCA and effectively contribute towards achievement of DCA’s vision and purpose.

**Key Working Relationships**

<b>Internal Stakeholders</b>	<b>External Stakeholders</b>
GM Services and Community Development	NDIS Participants, parents, families and guardians
NDIS Youth Services Coordinator	Other support providers
NDIS Training and Compliance Coordinator	Schools and Tertiary Institutions
Youth Services Team Members	Employers and community organisations
DCA NDIS Claims	NDIS Support Coordinators
Other DCA employees	NDIA and other key stakeholders
	Department of Health and Human Services (DHHS)

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**Key Result Area, Responsibilities and Key Performance Indicators**

Key Result Area	Responsibilities	KPI
1. Participant	<ul style="list-style-type: none"> <li>Participate in developing and implementing individual and group based employment support programs.</li> <li>Provide support and mentoring to participants that encourage a level of competence and achievement with their employment and training goals,</li> <li>Effectively utilise resources to generate and optimise appropriate employment opportunities for participants.</li> <li>Provide on-site support during work placement to maximise integration opportunities with co-workers</li> </ul>	<ul style="list-style-type: none"> <li>Assessment of NDIS Participant's individual needs and skills with support tailored to meet their requirements.</li> <li>Reports and associated paperwork submitted as required to evidence participant progress within expected timeframes</li> <li>Achievement of NDIS Participant's goals.</li> <li>Positive results in formal and informal feedback from participants, stakeholders and other customer satisfaction measures</li> </ul>
2. Compliance with all funding contracts or terms of business	<ul style="list-style-type: none"> <li>NDIS Quality and Safeguards Commission</li> <li>Adherence to the DCA's ISO quality system</li> <li>Ensure all complaints and incidents are dealt with in accordance with disability standards</li> </ul>	<ul style="list-style-type: none"> <li>Accurate file notes, reports, dates and hours of service delivery are promptly entered into <i>Supportability</i> (DCA's Client Management System).</li> <li>Participant information, records and communications are controlled in line with DCA policies and legislation.</li> <li>Use of TANDA (DCA time and attendance system).</li> <li>Works within DCA's quality management system.</li> <li>Works within NDIA policies and guidelines.</li> <li>Complaints and incidents are managed and reported in line with disability standards and DCA policies and procedures.</li> </ul>
3. Program viability and accountability	<ul style="list-style-type: none"> <li>Meet individual targets as per Business Unit budget and business plan.</li> </ul>	<ul style="list-style-type: none"> <li>NDIS Supports delivered on time, professionally, efficiently, and demonstrate value for money according to NDIS guidelines.</li> <li>All required documentation related to service delivery is entered into <i>Supportability</i> within expected timeframes.</li> <li>Targets as determined by management.</li> </ul>

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<p><b>4. Collaboration and organisational culture.</b></p>	<ul style="list-style-type: none"> <li>• Work independently and within a team to deliver programs in a range of community facilities, Participant's homes, and at sites operated by DCA.</li> <li>• Work in conjunction with staff from other organisations within DCA's services network to enable successful delivery of programs</li> <li>• Work collaboratively as part of the DCA team.</li> <li>• Participation and attendance in staff training and development.</li> <li>• Participation and attendance at all staff meetings</li> <li>• Behaviour is always respectful to Participants, parents, primary care givers other staff members and service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback on collaborative work practices from stake holders</li> <li>• Performance review feedback</li> <li>• Attends mandatory training sessions.</li> <li>• Min 80% attendance at meetings.</li> </ul>
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### Key Selection Criteria

#### Qualifications (*formal, recognised qualifications/professional memberships*)

1. Certificate IV, Disability Studies or equivalent, or the lived experience as a Deaf or hard of hearing individual or parent.
2. 6 months relevant experience (desirable).

#### Critical Competencies & Experience (*skills, attitudes, abilities, motivations critical to successful performance*)

1. Sound knowledge of the philosophical principles of service delivery in the disability field and demonstrated understanding of applying these principles to daily work practices.
2. Demonstrated ability to assess participant needs, develop, monitor, review and implement relevant programs and to measure participant performance against agreed objectives.
3. Demonstrated customer service skills with commitment to ensuring a positive, professional customer experience.
4. Highly developed communication and interpersonal skills
5. Sound values that reflect the organisations mission and vision
6. Demonstrated ability to write reports, record daily observations, keep progress notes and maintain program paperwork
7. Current driver's license & ability to utilise own vehicle
8. Demonstrated physical capability to perform job requirements
9. Experience in working autonomously in a relevant human service area
10. Current Level One First Aid Certificate

#### Knowledge (*include area and level/significance of experience required*)

- Knowledge of hearing loss, particularly in relation to children and young people.
- Auslan skills (preferable)
- Competent user of Microsoft Word, Excel, Outlook and databases.

#### Employee Code of Conduct

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- Meet all requirements of the **Victorian Child Safe Standards**
- Meet all requirement of **Victorian Disability Workers Standards**

### DCA Values

- Contribute to the maintenance of a positive working environment and team culture
- DCA values – Respectful, Accountable, Cooperative, and Committed to Service.
- Positive contribution to team meetings and team interactions
- Behaviours and actions are consistent with DCA Values

### Health and Safety

- You are required, while at work, to take reasonable care of your own health and safety and the health and safety of anyone else who may be affected by your actions.
- It is your responsibility to follow reasonable instructions and follow OH&S policies and procedures (as detailed in your Policies & Procedures Manual)
- You are required to cooperate on any action taken by the employer to comply with any requirements imposed by the OH&S Act 1985 or regulations
- You are required to undertake any training provided to protect your health and safety whilst at work.
- You are required to report any health and safety hazards, incidents or near misses using the Incident Reporting System
- If you have been assigned the additional role of “Manual Handling Trainer” you will receive the appropriate training to enable you to train new employees in all aspects of Manual Handling, as directed.

### Other Requirements

- A current Working with Children Check
- Satisfactory Police check and International Police Check (if required)
- Disability Workers Exclusion Scheme (DWES) clearance
- Current Driver’s licence

I have read and understand the contents of this position description.

I understand that these tasks will form the basis of my employment.

I understand that at times I may be directed to undertake other tasks that are not documented within the position description.

I confirm receipt of this Position Description.

## Acceptance of Position Description

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

cc: personnel file