



# **SACS Consulting**

## **Competency Based Recruitment**

### **Assignment Specification**

# **Planner Mentor /Personal Outcomes Measures Specialist**

for

## **Melba Support Services**

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## organisation background



Melba Support Services has provided state of the art disability services since its foundation in the early 1970s. Valuing the individuality and rights of all people, Melba's mission is for individuals with a disability to live every day lives. The cornerstones of Melba's mission are respecting the rights of all people and valuing individuals and providing them with the autonomy needed to pursue opportunities that add meaning to their lives. With a wide range of services available, including accommodation, anytime participation and learning, skill building, and respite, Melba strives to optimise the control each person has over their life.

Melba Support Services is a highly ethical and committed NFP which supports people with disability to live fabulous lives of their choice. Melba provides a wide range of services across much of Victoria, including individualised support, day services, community living, recreation and respite, and support coordination. Melba is a highly inclusive and extremely principled service provider with an absolute commitment to zero tolerance of abuse and neglect, and are seeking an enthusiastic and passionate individual with experience in disability to join their fun and dedicated team!

### Melba's Vision

**A SOCIETY THAT VALUES THE INDIVIDUALITY AND RIGHTS OF ALL PEOPLE.**

### Melba's Purpose

**TO OPEN UP A WORLD OF OPPORTUNITIES FOR PEOPLE TO LIVE A FABULOUS LIFE**

We achieve this through our commitment to:

- ◆ Respecting and safeguarding the human rights of all people including their right to be safe, well and free from abuse and neglect;
- ◆ Valuing and respecting the individuals who access our services;
- ◆ Individuals developing the skills and/or networks to advocate for themselves;
- ◆ Individuals developing and/or maintaining family relationships, friendships and intimate relationships;

- ◆ Individuals identifying and pursuing a broad range of social, educational, vocational and recreational opportunities that bring meaning and value to their lives;
- ◆ Individuals being recognised and accepted as valued and contributing members of their community;
- ◆ Listening to and focusing on each individual and the choices they make;
- ◆ Leading and managing staff (in ways that respect and enhance the skills and experience they have to offer) in assisting individuals to achieve the outcomes they desire in life;
- ◆ Improving the quality of our services in line with ongoing feedback from the individuals who use our services and externally recognised benchmarks;
- ◆ Working in partnership with local communities; and
- ◆ The effective use of resources to maximise outcomes for the individuals who use our services.

## position specification

<b>position</b>	<b>PLANNER MENTOR /PERSONAL OUTCOMES MEASURES SPECIALIST</b>
<b>contract term</b>	Full-time, ongoing (2 x positions available)
<b>objectives</b>	The Planner is responsible for developing high-quality, Supported Independent Living (SIL) plans together with each person in residence with Melba Support Services for submission to the National Disability Insurance Agency for approval. Planners will also work together with people being supported and relevant Melba staff on their personal outcomes and measures.
<b>position background</b>	This position will join an established team of planners.
<b>prime attractions of this position</b>	An excellent opportunity to utilise your planning skills combined with your excellent understanding and experience in the disability sector in a rapidly growing organisation that changes the lives of individuals living with disability.
<b>responsibilities</b>	<p><b><u>General Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>◆ Commitment to Melba's vision, missions, values, human rights framework and Zero Tolerance</li> <li>◆ Compliance with Melba's code of conduct, privacy, workplace health and safety policies and procedures</li> <li>◆ A commitment to creating and fostering a workplace free from bullying, harassment or any form of unreasonable behaviour towards a person, group of people or Melba</li> <li>◆ Conduct all duties and responsibilities in accordance with Melba's policies and procedures</li> <li>◆ Ensuring that all duties, responsibilities and behaviours support and comply with equal opportunity, cultural diversity and human rights values and expectations</li> <li>◆ Your interactions with co-workers and people supported are culturally appropriate and sensitive to each individual's needs</li> <li>◆ Provide opportunities that support people to live a life of their choosing irrespective of their background and differences</li> </ul>

### **Relationships**

- ◆ Develop and maintain relationships with people who require SIL and POM's
- ◆ Develop relationships with staff working in SIL and POM's
- ◆ Ensure plans and POM's are directed by the person receiving supports and truly representative are clear to both those who use Melba's services and those who provide them
- ◆ Working with the person to understand their unique needs, hopes, dreams and aspirations to enable translation into SIL and support the development of measurable personal outcomes
- ◆ Work together with support staff to provide mentoring and coaching support to ensure the support of people to achieve personal outcomes

### **Plan Development**

- ◆ Create high quality SIL for the people who use Melba's services, particularly as DHHS residents transfer to Melba
- ◆ Development of detailed core support plans which are driven by the desired personal outcomes of people
- ◆ All plans are compliant with regulatory and quality requirements and are error free
- ◆ Plans are clear to both those who work for SIL and those who will be utilising its services

### **Occupational Health, Safety and Wellbeing (OHS&W)**

- ◆ Take reasonable care for their health, safety and wellbeing and that of others
- ◆ Observe safe systems of work
- ◆ Follow OHS&W policies and procedures
- ◆ Report hazards, near misses and incidents in accordance with the agreed incident reporting system
- ◆ Contribute to a positive culture in relation to OHS&W and participate in consultative structures

## real world outcomes

This document sets out the Real World Outcomes and the resultant core competencies that relate to the position.

RWO	measurement
High Quality Supported Independent Living	The Planner has delivered high quality SIL so that a high quality of life is achieved by residents/participants, particularly as DHHS residents transfer to Melba. Measurement is the satisfaction of the people being supported through SIL as well as the commercial sustainability of the plans to the satisfaction of the direct line manager.
Development of High-Quality Plans	The Planner has developed high-quality person-centred plans for each purchaser of services. SIL and core support plans are fully compliant and regulatory and quality standards are met to the satisfaction of the direct line manager.
Personal Outcome Measures (POM) Achieved	The Planner has ensured that the people they have supported have achieved their individual personal outcome measures (POM). Measurement is the satisfaction of the people being supported as well as Melba's POM methodology to the satisfaction of the direct line manager.
Participant/Resident Satisfaction	The Planner has provided excellent customer service to the people who purchase Melba's services. The people being supported are satisfied with their interactions during planning. Measurement is high satisfaction of people who use their services and the maintenance of positive relationships to the satisfaction of the direct line manager.
Staff Satisfaction	The Planner has assisted key workers so that their skills and experience in delivering outcomes i.e. what they are, how they can be achieved etc. are enhanced. Staff are satisfied with the support provided by the Planner, and the direct line manager has received supporting and positive feedback from staff.

## core competencies

### skills

#### Competencies Required:

1. Interpersonal skills
2. Facilitation and interview skills
3. Exceptional written skills – able to develop structured documents and clear plans
4. Excellent verbal communication skills
5. Active listening skills
6. Relationship management skills – internal and external
7. Advocacy skills and the ability to deliver supports

### knowledge / experience

#### Competencies Required:

1. Experience in person-centred active support
2. Experience in disability related planning
3. Working knowledge of the NDIS act 2013
4. Understanding of the NDIS safeguard framework
5. Experience in supporting people to achieve their personal outcomes
6. Excellent working knowledge of the Victorian Disability Services Act 2006
7. Experience as either a Disability Support Worker or Team Leader

### qualifications

1. Related qualification beneficial however not mandatory



## core competencies

### values / attitudes

#### Competencies Required:

1. Energetic and committed
2. Passionate about human rights
3. Collaborative and committed to helping people
4. Flexible & Resilient
5. Committed to achieving results
6. A creative and lateral approach to thinking and problem-solving
7. A dedicated approach to people using Melba's services