

Position Description

Direct Service Delivery Professional - Key Worker

Classification	Noah's Ark EBA Level 1 or 2
Program/Department	Services
Reports to	Team Leader
Supervises	Students as required

About Noah's Ark

Noah's Ark is a not-for-profit community organisation providing services to children from ages 0-12, with disabilities and additional needs.

We are driven by a strong philosophy and core values and have always placed children and families at the centre of the work we do. We value all our staff and strive to provide a positive working environment where everyone feels supported, valued and able to achieve their goals.

Our staff have a passion for transforming the lives of children and are united in a commitment to providing quality services. We know that the work we do with children and families can make a profound difference.

Position summary

The role of the Key Worker is to work as part of a trans-disciplinary team to deliver high quality, accountable, services to children with a disability and their families. Services may be at home or in a local community environment - including schools, childcare and accessing local activities via face to face visits or telehealth services. Key Workers are required to drive to face to face appointments.

This is achieved by working with families to:

- identify their needs
- problem solve ways of meeting these needs
- work with the family to define functional goals that are able to be implemented in their natural environments as a part of the family's everyday routines and activities and provide direct intervention as agreed
- build each family's capacity to advocate for themselves and access local children's services, education options and other community resources

Key responsibilities

In line with Program Guidelines and Noah's Ark Practices:

- Maintain Noah's Ark service quality standards by demonstrating fidelity to Noah's Ark's practice fidelity checklists and practice principles
- Consistently achieve 60% of the time you are at work as direct service delivery to families.
- Provide direct support to children with disabilities and their families
- Prepare and submit relevant reports and service data
- Contribute to continuous development of a high-quality service
- Develop and maintain effective internal and external working relationships
- Plan optimal use of time on a day-to-day basis
- Manage own performance and professional development and participate in the Planning Performance Review & Development process
- Contribute to strategic and action planning and implementation

Key result areas

1. Service Delivery

- Functional goals are developed with the family that can be implemented and measured within a natural environment and the family's everyday routines and activities
- Direct support and interventions appropriate to the family's goals are provided using a family strengths-based approach
- Provides direct intervention according to identified needs and discipline-based knowledge
- Achieves, on an ongoing basis, the organisational performance target of 60% of available time as direct service delivery to children and families
- Achieves, within organisational quality service delivery, standards measured by fidelity checklists, COPM data and Goal Functionality
- Consults with other team members, services and organisations providing services to the family to support a complementary and co-ordinated approach to service delivery
- Provides effective consultancy advice to the team related to own discipline
- Seeks consultancy advice from team members of different professional disciplines when needed and requested by the family
- Builds the family's capacity to respond to the needs of their family and to access community resources
- Records data and provides documents according to reporting requirements in an accurate and timely manner
- Contributes to service development initiatives
- Maintains compliance with all Noah's Ark policies and procedures

2. Relationships

- Interacts respectfully and effectively with others
- Interacts with families using family centred, strengths-based and reflective practices
- Regularly communicates with supervisor on all aspects of the role
- Adherence to professional body registration standards
- Adherence to Noah's Ark and NDIS code of conduct
- Actively and collaboratively participates in supervision with Team Leader
- Actively and openly participates in all of Noah's Ark's onboarding and coaching programs

3. Own Discipline

- Maintains and updates discipline specific skills
- Own professional development needs are identified and updated as required

- Maintenance of registration requirements is an ongoing condition of employment

4. Organisation

- Maintain knowledge of Noah's Ark policies, procedures and practices

Selection criteria

Essential

- A relevant tertiary qualification in allied health or special education
- A sound understanding of current theory and practice in their professional discipline
- Demonstrated knowledge of current childhood development theories and practices, including cross cultural perspectives
- Demonstrated knowledge of the children's services system and other services available to the target client group
- Demonstrated knowledge and understanding of family dynamics and issues relevant to children with disabilities and their families
- Capacity building approaches that utilise collaboration, reflective and strength-based practice
- Ability to develop and maintain collaborative partnerships with families, other professionals and the community
- Demonstrated strong interpersonal and communication skills with proven ability to liaise with people at all levels
- Demonstrated ability to work with people from diverse backgrounds in a professional, confidential and sensitive manner.
- Ability to consistently achieve 60% of available time as direct service delivery
- Willingness to participate in Noah's Ark coaching and training program
- Ability to meet organisational quality service delivery measures including the COPM and Goal Functionality Scale
- Well-developed written skills to prepare routine correspondence and client documentation.
- Ability to work independently and effectively as a member of a trans-disciplinary team
- Ability to plan and organise workload and determine priorities

Desirable

- Experience in working with children with additional needs
- Ability to form partnerships with families, other professionals and the community

Prerequisites

- Satisfactory National Police Record check
- Satisfactory Disability Workers Exclusion Scheme check
- Current Registration with your occupational regulator (e.g. AHPRA, Speech Pathology Australia, Victorian Institute of Teachers)
- Current Working with Children Check (Working with Vulnerable People – ACT only)
- Current Driver's Licence and daily access to a motor vehicle

Working at Noah's Ark

All staff:

- Work within an environment of quality service and continuous quality improvement.
- Are expected to behave in accordance with the provisions of the Code of Conduct.
- Take responsibility for a safe and healthy work environment and a workplace free from discrimination and harassment.
- Are expected to maintain knowledge of, and comply with Noah's Ark's policies, procedures and practices