

POSITION DESCRIPTION

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1 - POSITION DETAILS

Position Title	Client Support Professional (qualified)
Position Number	ACO-CSP0001 – Client Support Professional
Enterprise Agreement / Award	Victorian Disability Services (NGO) Agreement 2019
Employment Status	As per Contract
Classification Level / Grade	Band 2, Level 4 to 12
Service Area	Aged & Disability Services
Team	Adult Community Options (ACO)
Location	As per Contract
Line Manager	Senior Client Support Professional
Supervises	Nil

2 – ABOUT US

CBCHS is a for-cause, not-for-profit organisation providing a wide range of allied health, dental, child development, disability and aged care services to more than 15,000 clients every year in and around the City of Kingston. Many of our clients are differently abled, socially isolated, financially disadvantaged or exposed to other socio-economic vulnerabilities. Our head office is in Parkdale with programs and services also offered at Chelsea, Clarinda, Mentone, Cheltenham, Clayton and Edithvale.

We are a values driven organisation with a reputation for service innovation and quality. We are a flexible and inclusive employer that values and supports workforce diversity. We strongly support equal opportunity and encourage applications from all people including Aboriginal and Torres Strait Islander communities, those with culturally and linguistically diverse backgrounds, the LGBTIQ community, and people with a disability.

Please visit our website for more information www.cbchs.org.au

3 - POSITION PURPOSE

The Client Support Professional is responsible for supporting people with a disability to:

- Support Client to exercise choice and control
- Participate in activities to meet their individual needs, goals and interests.

This position may work independently to provide group or 1:1 support within any ACO / CBCHS venue, the client's home and/or community based locations. The Client Support Professional will also provide support and guidance to Client Support Professionals (unqualified) and Client Support Workers.

4 – KEY RESPONSIBILITIES

Client Support/Program Delivery

- Provide client support at any ACO venue, in home or community based programs;
- Facilitate the weekly timetable;
- Provide input into the development and evaluation of group and individual timetables, Person Centred Plans (PCPs) and Behaviour Support Plans (BSPs), NDIS goal achievement;



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- Provide input into program planning, delivery and evaluation;
- Support a smooth transition for new clients;
- Report on outcomes associated with the Clients' NDIS goals, as outlined in their Schedule of Supports and Person Centred Plan;
- Liaise with a Senior Client Support Professionals about any matters related to clients, the timetable and support needs;
- Provide support for client participation in all activities, as per their Schedule of Support;
- Support clients with Behaviours of Concern, in accordance with their Behaviour Support Plan;
- Support the rights of people with a disability, in accordance with the Charter of Human Rights;
- Support client choice and control;
- Provide individualised personal care for clients, as required. (eg. toileting, meal preparation);
- Administer medication as required as per medication policy;
- Drive CBCHS buses or others vehicles as required in accordance with CBCHS policies (unless, not having a valid licence is disclosed pre-employment);
- Undertake other relevant duties, projects and initiatives, which are consistent with the Band level skills and competences.

Complete client records, including:

- Incident reports;
- Daily communication diaries;
- Attendance records;
- Supportability records;
- Health and wellbeing reporting;
- Behaviour management charts.

Compliance Responsibilities

- Maintain privacy and confidentiality, in accordance with CBCHS policy;
- Maintain an orderly, clean, safe and hygienic environment at all times;
- Complete Incident Report and hazard notification forms;
- Lodge maintenance requests or advise a senior staff member;
- Comply with relevant legislation and guidelines for disability services, including the Disability Code of Conduct, the Disability Act and the NDIS Act;
- Follow and comply with CBCHS and ACO policies and procedures;
- Drive CBCHS vehicles, according to law and CBCHS policy. Complete logbooks as required;
- Actively participate in staff training activities.

Team Responsibility

- Represent ACO in a professional manner by liaising positively with families, carers and other professionals, as required;
- Attend and participate in staff and team meetings;
- Transparently communicate client behaviours, wellbeing and daily requirements;
- Work co-operatively and constructively within and with other teams;
- The Client Support Professional will also provide support and guidance to Client Support Workers.

5 – ORGANISATIONAL VALUES

CBCHS is committed to achieving its Vision of better health, wellbeing and support for our communities. CBCHS staff are required to uphold the core values of:

Respect

For each individual, families and for the diverse cultures within our communities.



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Empowerment

As a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.

Collaboration

With each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

Quality

In all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

Transparency

In how we operate, particularly in how we make decisions and communicate.

6 – ORGANISATIONAL RESPONSIBILITIES

All employees are required to participate in organisational initiatives, including OHS, HR, Risk, Quality, Facilities & Learning and Development.

OHS

Ensure requirements of the Occupational Health and Safety Act 2004 are followed. This includes ensuring work is undertaken safely, injuries, accidents, near misses and potential hazards are reported immediately, and as required employees participate in or support consultative structures including the OHS Committee.

Continuous Quality Improvement

Participate in the established quality and safety systems to ensure that safe high quality care is provided to all clients at all times. This includes assisting CBCHS to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

Duty of Care

Take reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

Code of Conduct

Familiarise themselves with and abide by the CBCHS Code of Conduct and ensure that their actions are in accordance with the CBCHS values and organisation policies and procedures.

Community Participation

Assist CBCHS to promote awareness to the community that consumer, carer, and community participation at all levels of the organisation is encouraged. This includes encouraging community participation in surveys, focus groups and committees as required. Additionally, Primary Health employees must contribute as relevant to CBCHS health promotion plan by working collaboratively with other health professionals.



7 – WORKING RELATIONSHIPS

Direct Reports:

- Nil.

Other Internal working relationships include:

- General Manager, Business Development and Disability Services;
- ACO Program Manager;
- ACO Program Coordinators;
- All ACO and CBCHS staff;
- Clients, families and carers.

External working relationships include:

- Other organisations;
- Community groups;
- Allied health professionals;
- Residential staff.

8 – KEY SELECTION CRITERIA

Qualifications & Experience

- Certificate IV in Community Services (Disability) or equivalent.

Knowledge & Skills

- Experience working with a range of people with a disability in a range of settings;
- Sound knowledge and understanding of disability specific legislation, including the NDIS Act (2013), Disability Act (2006), the Human Services Standards, The Disability Workers Exclusion Scheme (DWES), the Disability Services Code of Conduct and relevant legislation and guidelines for disability services;
- Good communication skills both written and verbal, including the ability to liaise with families, carers and other professionals from a diverse range of cultures and backgrounds;
- Ability and willingness to provide support to a range of people with a disability in all activities, including tasks that involve manual handling and personal hygiene;
- Demonstrated focus on service excellence with a commitment to delivering high quality outcomes for clients;
- Good organisational and time management skills with the ability to work flexibly as part of a team and adapt to changing situations;
- Demonstrated computer literacy (including MS Office products and databases);
- A current Drivers Licence (unless, not having a valid licence is disclosed pre-employment);
- Current First Aid Certificate is desirable.

Compliance Checks

In line with legislation CBCHS will conduct the following checks that must be returned clear before commencing:

- Police Check – both National and International where applicable
- NDIS Check – If applicable



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- Disability Code of Conduct Acknowledgement – if applicable
- CBCHS Child Safe Code of Conduct Acknowledgement
- Working with Children Check if applicable
- Professional Registrations if applicable
- All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian Visa that will legally enable them to fulfil the obligations of the contract of employment.

9 - AUTHORISATION

CEO	Name	Deb Stuart
	Date	
	Signature	

Employee	Name	
	Date	
	Signature	

