

POSITION DESCRIPTION

Your position: Life Skills Supporter
Your department: Disability
Where you'll work: Various locations

You'll report to: Team Leader
Your direct reports: N/A
Your key relationships: NDIS participants and their circles of support, community stakeholders

WHAT WE'RE ABOUT

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are imaginative, respectful, compassionate and bold.

Uniting Disability supports children, young people, individuals and families to live the life they choose, the way they want to. We do this by:

- Assisting people to identify and achieve their goals;
 - Connecting and accessing local services and networks;
 - Maximising independence and the ability of people to make choices about the things that matter to them;
 - Supporting families through challenging situations.
-

Child related role	Yes	WWCC required
Mandatory reporter	Yes	Mandatory Reporters are those employees that deliver services <u>directly</u> to children and young people or who supervise employees who deliver these services. However, <u>all</u> employees have responsibility to apply the Protecting Children and Young People Policy

ABOUT THE ROLE

The Life Skills Supporter role within Uniting Disability provides the following supports to participants in the National Disability Insurance Scheme:

- Assistance with daily life at home, in the community, education and at work;
- Assistance to access community, social and recreational activities;
- Transport to access daily activities;
- Other supports as required.

ROLE PURPOSE

The Life Skills Supporter is responsible for supporting people, their families and carers, according to their service agreement, to enable them to live the life they choose.

YOUR RESPONSIBILITIES

Functional Requirements:

1. Person-Centred Knowledge and Application

- 1.1 Understand how a person with disability identifies their goals and how a person-centred plan is developed.
- 1.2 Assist with practical implementation of plans and supports to meet a person's goals.
- 1.3 Provide direct support as documented in person centred plans and service agreements.

2. Personal Care, Skill Development and Support

- 2.1 Understand and follow individual support plans with dignity and respect, to address a person's goals and wellbeing.
- 2.2 Establish an open and effective relationship with people and families when providing a range of direct practical support in homes and the community as outlined in plans and service agreements.
- 2.3 Provide personal care, living skills, transport, social and other support.
- 2.4 Engage with the person and encourage independence, using appropriate tools and technology.
- 2.5 Under guidance, administer medications as required.
- 2.6 Gather information through awareness and observation.

3. Participation and Inclusion

- 3.1 Support people with life learning, participation and inclusion.
- 3.2 Support people and families to identify and access community activities.

4. Community Engagement and Education

- 4.1 Advocate effectively on behalf of people with disability.
- 4.2 Contribute positively to the development of positive partnerships with key referral organisations and other stakeholders and sources of support.

5. Reporting, Documentation and Administration

- 5.1 Adhere to reporting, documentation and administrative requirements, especially in relation to changes in a person's achievements, self-care and/or behaviour.
- 5.2 Maintain appropriate notes and other documentation, using relevant communications and technology systems (such as Carelink+), including service and billing records.

Strategic Core Requirements

1. Sector and Organisation Purpose and Values

- 1.1 Communicate and act in ways that are consistent with Uniting's values of being **imaginative, respectful, compassionate and bold**.
- 1.2 Apply knowledge of Uniting Disability's operational plans in work.

2. Leadership/Teamwork

- 2.1. Contribute positively to the operation of Uniting, the realisation of the strategic plan, and the development and realisation of the operational plan for Uniting Disability.
- 2.2. Work as an effective team member, providing positive support to other team members, and sharing knowledge and information.
- 2.3. Organise workload.
- 2.4. Deal with issues and enlist a more experienced person as needed.

3. Communication

- 3.1 Communicate using person centred practice, including effective listening skills.
- 3.2 Adapt communication style to meet people's needs.
- 3.3 Liaise with family members, service providers, community groups, other Uniting staff and Government Departments as required.

4. Customer Relationships

- 4.1. Assist people to address their needs and expectations, including referral to relevant supports and services where appropriate.
- 4.2. Maintain confidentiality and awareness of diversity.
- 4.3. Assist people to build and maintain positive relationships with stakeholders.
- 4.4. Inform Team Leader of any concerns that may affect the well-being of people or families being supported.

5. Personal Accountability

- 5.1 Adhere to Uniting policies and procedures, including Code of Conduct, as well as relevant government legislation and standards, including mandatory reporting requirements.

- 5.2 Follow work procedures.
- 5.3 Maintain organisations' image and reputation.
- 5.4 Reflect on practice and performance, including peer and mentoring discussions.
- 5.5 Comply with the Workplace Health and Safety (WHS) Act 2011, including monitoring safety procedures and acting on reports of injuries or incidents, in line with organisational WHS policies and procedures.
- 5.6 Engage in mandatory training and professional development as identified with Team Leader and outlined in the Learning Campus.

6. Innovation

- 6.1 Suggest changes to improve quality of own work.
- 6.2 Assist with review and/or development, implementation and improvement of work practices and procedures.
- 6.3 Use share point, practice manual and other resources to remain knowledgeable about practice and other relevant developments.

KEY PERFORMANCE INDICATORS

To be completed

THE IMPORTANT DETAILS

Qualifications:

- VET Certificate III in relevant studies, or equivalent knowledge/experience.

Your experience ticks the following boxes:

- Experience implementing person-centred plans and providing support to people and their families.
- Experience using a client/data management systems and keeping accurate records.
- Sound knowledge of the issues involved in working with adults and/or children and young people with disabilities and their families
- Knowledge of the Disability Inclusion Act 2014, Disability Service Standards and the National Disability Insurance Scheme.
- Experience in the use of Microsoft Office and client database systems, and proven report writing and record keeping skills.

Mandatory Checks and Other Requirements:

- Ability to work flexibly to meet the needs of NDIS participants. Weekend and public holiday work will be by negotiation/agreement only.
- Current drivers licence and own or private vehicle (with comprehensive insurance) for work related travel, and willingness to transport people if required.
- Working with Children Check;
- Experience or awareness of mandatory reporting responsibilities when working with children;
- First Aid Certificate.

Behavioural Competencies:

- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that helps people understand and retain the message.
- **Work Standards:** Setting high standards of performance; assuming responsibility and accountability for successfully completing work.
- **Work and Time Management:** Effectively managing one's time and resources to ensure that work is completed efficiently.
- **Decision Making:** Identifying and understanding issues, problems, and opportunities; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment.
- **Building Trust:** Interacting with others in a way that gives them confidence in one's intentions.
- **Leveraging Diversity:** Working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds; making the most effective use of the capabilities, insights, and ideas of all individuals
- **Building Customer Loyalty:** Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.

Approved By:

Directors Name:	Anita Le Lay
Title	Director Disability
Date:	8 th April 2016
Signature:	

Staff Member:

Employee Name:	
Date:	
Signature:	

ACCOUNTABLE POSITION/S	WHS ACCOUNTABILITIES (ACCORDING TO WHS ACT 2011)	ACTION DEMONSTRATING ACCOUNTABILITY
WORKERS (EMPLOYEES, VOLUNTEERS, CONTRACTORS , STUDENTS)	While at work, all workers must: • Take reasonable care for his or her own health and safety • Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the organisation to comply with this Act • Co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers	All workers must: • Follow Uniting WHS policy and programs to safeguard the health and safety of people at work and to understand your personal responsibilities for WHS • Attend safety-related training including induction, emergency preparedness • Comply with WHS instructions from your supervisor/manager, training information, safe work procedures and wardens during an emergency evacuation preparedness and program specific training (e.g. visiting clients at home) • If performing new or unfamiliar work, you must seek information, instruction or training and supervision from your supervisor where necessary so that you perform your duties safely without risking the health, safety and wellbeing of yourself or others • Use equipment that has been provided for your health, safety and wellbeing • Report all hazards, incidents and injuries or WHS concerns to your supervisor/manager/team leader • Participate in discussions/consultation about workplace or job task/practice changes that could affect WHS risks • Wear clothing, footwear and personal protective equipment (PPE) appropriate for the work being done • Do not put other people at risk of their health, safety and wellbeing by your action or inaction