



Position Description ILO Facilitator

Program	Housing Options Made Easy (HOME)
Conditions	Social, Community, Home Care and Disability Services (SCHADS) Award 2010; National Employment Standards (NES)
Grading	Level 4
Status	Part Time (4 days per week)
Office Location	Melbourne Metro
Reports to	Community Living Specialist
Supervises	Support Facilitators
Effective Date	July 2026

WHAT IS AN ILA/O

At HOME, we support people to live in Individualised Living Arrangements (ILA). ILA is an umbrella term that describes ways a person with disability is supported to live in an ordinary home that reflects their own vision of a good life.

An ILA begins with the person. Their culture, relationships, preferences and aspirations shape how the arrangement is designed. Support is built around the person rather than around a roster or service model. Arrangements may include a blend of informal relationships, community connection and paid support, and they evolve as a person's life changes.

Many of the arrangements facilitated by HOME are shared lives type arrangements. In these arrangements, a person with disability lives with a community member, often described as a housemate or homesharer. The relationship is mutually beneficial and based on sharing life, not delivering a commercial service. The housemate is not a rostered worker. The emphasis is on reciprocity, contribution and ordinary home life.

Individualised Living Options (ILO) is the NDIS term for the funding category that supports the design, establishment and sustainability of some Individualised Living Arrangements. Not all ILAs are funded as ILOs, but where ILO funding is used, it supports the intentional design and safeguarding of these arrangements

POSITION PURPOSE

- The Individualised Living Options (ILO) Facilitator walks alongside people as they build and sustain ordinary lives in shared homes.
- This role exists to strengthen the relationships, rhythms and safeguards that promote the ability of people with disability to live valued lives in the community. The Facilitator ensures that people are known, heard and supported to shape a home life that reflects their values, goals and identity.
- The work is about relationships, supporting people through change and planning for better futures. It requires careful observation, thoughtful documentation and early attention to risk, while honouring autonomy and dignity.
- This role is not support coordination, SIL type rostering or plan management.

FUNCTIONS OF THE ROLE

The ILO Facilitator role rests on six interconnected areas of practice.

1. Communication

Shared living works when people understand one another. Clear communication reduces harm, builds trust and strengthens stability.

In practice, this means:

- Ensuring the right people have the right information at the right time.
- Maintaining respectful communication channels between participants, housemates, families and workers.
- Recording conversations in clear, accessible language so others can understand what is happening.
- Summarising key meetings and moments so arrangements remain coherent.

The Facilitator pays attention to breakdowns in communication, recognising that confusion, silence or exclusion can create risk. Concerns are raised early and handled thoughtfully.

2. Supporting Life at Home

Living well together is not automatic. It requires conversation, negotiation and shared understanding.

In practice, this means:

- Spending time in peoples homes to understand how daily life is unfolding.
- Supporting conversations about privacy, guests, noise, routines and shared responsibilities.

- Helping people practise raising concerns respectfully.
- Strengthening skills such as negotiation, cooperation and boundary setting.
- Supporting transitions when housemates change or housing shifts occur.

The Facilitator notices early signs of strain and works to address them before they grow into conflict or instability.

Participant goals are kept alive in the home. Workers are supported to understand how everyday interactions can move a person closer to the life they want.

3. Knowing People Deeply

Safety and belonging grow when a person is deeply known.

In practice, this means:

- Spending consistent time with the people we support to understand their rhythms, communication style, strengths and worries.
- Building trusting relationships with families as holders of long-term knowledge.
- Noticing subtle shifts in mood, behaviour or engagement.
- Creating space for reflective conversations about what feels good and what feels difficult.

4. Preserving Story and Organisational Memory

Without good documentation, important knowledge disappears.

In practice, this means:

- Writing clear and thoughtful notes that describe growth, challenge and change.
- Recording insights that help others understand what works well.
- Keeping a current and accurate picture of the person's life and living arrangement.
- Ensuring records are factual, respectful and timely.

5. Risk and Safeguarding as Everyday Practice

Shared living brings vulnerability as well as opportunity. Safeguards must be considered deeply and risks planned for. The Facilitator themselves are a safeguarding feature of ILO.

In practice, this means:

- Remaining alert to relational, emotional, environmental and financial risk.

- Noticing early indicators of power imbalance, coercion, isolation or exploitation.
- Distinguishing normal disagreement from patterns that threaten safety.
- Supporting households to develop practical safeguards such as clear house agreements, communication protocols and boundary clarity.
- Escalating concerns in line with Milparinka policy and the NDIS Code of Conduct when necessary.

6. Professional Responsibility and Contribution

Facilitators are expected to understand and work in alignment with NDIS Practice Standards, the NDIS Code of Conduct and organisational policy and procedure.

In practice, this means:

- Acting in alignment with Milparinka values and policies.
- Meeting legislative and safeguarding obligations.
- Completing administrative tasks such as timesheets and budget tracking accurately.
- Participating in reflective conversations and quality processes within HOME.

ROLE BOUNDARIES

The ILO Facilitator does not undertake:

- Support coordination
- Plan management
- Employment placement
- Operational duties outside the home life focus

The role centres on the quality, safety and sustainability of shared living.

KEY CAPABILITIES

- Respect for self-determination and ordinary life
- Ability to build and support healthy relationships
- Thoughtful observation and reflective judgement
- Clear and accessible written communication
- Capacity to identify and respond to emerging risk
- Ability to work calmly within complexity

- Ability to manage time and triage work in an ethical and deliberate way.

ACCOUNTABLY AND EXTENT OF AUTHORITY

- You are expected to set goals and make decisions within organisational guidelines
- You provide expert advice and technical support in your area of work
- You make independent decisions about your work area and contribute to the development of procedures and ways of working in line with organisational objectives and set budgets
- You find solutions to problems by referring to examples, policies and procedures and by collaborating with staff and senior management
- You seek approval for major changes to policies and procedures from the relevant responsible senior manager, and if needed, the Chief Executive Officer.

EDUCATION AND EXPERIENCE REQUIREMENTS

Preferred

- Tertiary qualification in community or disability services; and/or
- Extensive relevant experience

OTHER SKILLS, KNOWLEDGE AND EXPERIENCE

- Experience in working with people with intellectual or multiple disabilities
- Awareness of contemporary approaches to the rights and service needs of people with disabilities
- Experience in supporting and directing staff and an ability to train and mentor
- Detailed knowledge of relevant activities and work practices
- Familiarisation in the use of Microsoft Office programs including MS Outlook and MS Word

SELECTION CRITERIA

- Demonstrated commitment to person-centred practice and respect for self-determination, with the ability to translate values into action
- Strong relational skills and the capacity to build trust with a wide range of people, including Participants, families, housemates and colleagues
- Excellent verbal and written communication skills, including the ability to document clearly and thoughtfully
- Demonstrated ability to observe situations carefully, identify emerging tensions or risks, and respond with sound judgement
- Capacity to navigate complexity, hold boundaries and support constructive problem-solving in shared environments

- Ability to manage time, prioritise work and operate independently in a dynamic setting
- An understanding of safeguarding responsibilities and ethical practice. Experience with the NDIS or disability sector is valued but not essential

SALARY AND CONDITIONS

- This role has been graded a SCHADS Level 4 role, as per the definitions established in the SCHADS Award
 - Hours, Salary and Conditions: As per Employment Agreement and in accordance with the National Employment Standards (NES) and the SCHADS Award 2010
 - Salary Packaging in accordance with the Milparinka's Salary Packaging Policy will be available
 - Satisfactory completion of the NDIS Workers Screening Check
 - The service is an equal opportunity employer and has a smoke free workplace in both vehicles and buildings.
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Name:

Signature:

Date: