

Community Services Worker (Grade 2)

Position Details

Division / Department	Orana Lifestyle Directions
Business Unit	Across Orana Lifestyle Directions Accommodation Service
Position Code	
Classification / Grade	Social & Community Services Employees State Award Community Services Worker Grade 2
Location	Gilgandra NSW

Key Purpose of Position

To provide direct support to persons with a disability with their daily activities and development of independent living skills and goals. To positively participate in the coordination of the day-to-day operation of a supported residential unit and day service in accordance with Orana Lifestyle Direction's aims, objectives, policies and procedures, and legislative requirements, and provide support to the Management group and positive working conditions for other staff.

Organisational Relationships

The supervisor(s) of this position	Accommodation/Day Service Coordinator Grade 3/4
Positions also reporting to this supervisor	<ul style="list-style-type: none"> NIL
Positions reporting to this position	<ul style="list-style-type: none"> NIL

Organisational Environment

- The objectives of Orana Lifestyle Directions are to provide every opportunity to assist each individual client to reach the highest level of independence as possible with dignity and to strive to continue to improve service delivery so that the client and organisation aims are met.
- The following principles and values are considered to be key requirements of our organisation. All Councillors and Staff are expected to demonstrate these values and principles in their dealings with each other and with the community.

Integrity

We must not place ourselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence us in the performance of our duties.

Leadership

We have a duty to promote and support the key principles by leadership and example and to maintain and strengthen the public's trust and confidence in the integrity of Council. This means promoting public duty to others in the Council and outside, by our own ethical behaviour.

Selflessness

We have a duty to make decisions solely in the public interest. We must not act in order to gain financial or other benefits for ourselves, our family, friends or business interests. This means making decisions because they benefit the public, not because they benefit the decision maker.

Objectivity

We must make decisions solely on merit and in accordance with our statutory obligations when carrying out public business. This includes the making of appointments, awarding of contracts or recommending individuals for rewards or benefits. This means fairness to all; impartial assessment; merit selection in recruitment and in purchase and sale of council's resources; considering only relevant matters.

Accountability

We are accountable to the public for our decisions and actions and must consider issues on their merits, taking into account the views of others. This means recording reasons for decisions; submitting to scrutiny; keeping proper records; establishing audit trails.

Openness

We have a duty to be as open as possible about our decisions and actions, giving reasons for decisions and restricting information only when the wider public interest clearly demands. This means recording, giving and revealing reasons for decisions; revealing other avenues available to the client or business; when authorised, offering all information; communicating clearly.

Honesty

We have a duty to act honestly. We must declare any private interests relating to our public duties and take steps to resolve any conflicts arising in such a way that protects the public interest. This means obeying the law; following the letter and spirit of policies and procedures; observing the code of conduct; fully disclosing actual or potential conflict of interests and exercising any conferred power strictly for the purpose for which the power was conferred.

Respect

We must treat others with respect at all times. This means not using derogatory terms towards others, observing the rights of other people, treating people with courtesy and recognising the different roles others play in local government decision making.

The Role of the Position

Support of Services/Functions

- Provide direct support in the delivery of services/functions within the residential unit(s) and day program:
 - Provide direct supervision and support to persons with a disability at a best practice level
 - Support and coordinate the day-to-day procedures and operation of the unit(s) and day program, including completing administrative requirements, supporting other staff, and maintenance of the physical site
- Support the development and implementation of the goals and objectives of Orana Lifestyle Directions
- Assist in promoting the image of Orana Lifestyle Directions and to maintain good public relations
- Maintain a commitment to continuous improvement and to meeting Disability Service Standards in the service unit
- Participate in development reviews and provide feedback as requested in relation to improving OLD services and systems

General Requirements

- Display a professional and positive image when on duty through positive attitude, appropriate presentation, and commitment to clients, fellow staff members and others
- Demonstrate a full commitment to Orana Lifestyle Directions when dealing with community members and others when on duty
- Work within the NSW Disability Services Standards in all aspects of service delivery
- Demonstrate commitment to following and supporting the organisation's goals and policies and procedures
- Strictly work by the Staff Code of Practice, Staff Dress Code, Council Code of Conduct and Confidentiality agreement
- Carry Organisation staff identification card and use as procedures state when on duty
- Carry outlet mobile phone whilst in community
- Attend required position training to develop and improve skill levels
- Work rostered shifts as per roster; this may include: working in a selection of units on a rotating roster; sleep-shifts & awake-shifts
- Work in accordance with organisational administration requirements
- Make immediate decisions/judgments to address client needs/requests within organisation policy and procedures areas
- Respect elected positions held by clients and staff
- Assist as required with emergency situations

Service Outlet Responsibilities

- Ensure service outlets are kept clean, safe and well maintained
- Ensure all clients and Organisation vehicles, equipment and furnishings are cared for and maintained
- Ensure outlet offices are kept in good order so easy access of information is maintained
- Ensure service vehicles are washed and cleaned each weekend
- Follow vehicle use procedures, including completing travel sheets
- Complete all necessary documentation in a professional manner and as instructed
- Assist new staff to learn the outlet routine
- Participate in staff meetings, complete any requirements for meetings, action plans and present information as required
- Assist or conduct service outlet Fire Drills and related documentation when required
- Help to ensure that a home-like environment is maintained for clients, both physically and emotionally
- Undertake other relevant duties as required and directed by management

Coordination and Supervision of Client Issues

- Provide a high standard of support to clients in the provision of daily living and individual needs (i.e. health, personal care, physical, emotional, spiritual, sexual, cultural, recreational, financial and vocational) working towards maximising their independence and participation
- Undertake Key Worker responsibilities for identified clients under the supervision of the Accommodation Support Coordinator
- Work hands-on with clients across all areas of needs
- Work in accordance with client individual plans and program goals, and participate in reviews as required
- Implement client specific individual/group program activities as required
- Assist and guide Clients in a professional and positive manner in all aspects of running their own home
- Complete all individual health needs in a professional manner and as per organisational procedures, including: diabetes checks, catheter bag changing, dietary needs and blood pressure checks
- Complete all medical request forms and follow up on medical advice as requested
- Respect and support all elected Client Representatives
- Adhere to Clients rights to privacy and confidentiality within all areas of service delivery
- Maintain duty of care to clients at all times and in accordance with organisational policy and procedures
- Treat clients with full respect at all times
- Deal with client complaints and concerns promptly as per procedures
- Respectfully liaise with clients' family members, advocates, guardians and other stakeholders' to foster open communication and involvement
- Ensure all fellow supporting persons in service or drop in roles respect that they are within the clients' home or day area

Staff Team Participation

- Participate as required in regular staff supervision, evaluations, competencies assessments and performance management
- Adhere to and work through the correct staff structure
- Ensure that effective, safe and progressive client support is provided by the staff team
- Be an effective and cooperative team member, ensuring that duties are fairly allocated, undertaken and completed, and that communication is positive and open
- Provide support to other team members development and respect one another's skill levels and experience
- Share information and knowledge with other staff members in order to enhance service delivery to clients and support team development
- Attend team training as required in order to assist consistent team deployment and staff member understandings
- Take an active role in staff meetings and provide support and documentation as required
- Assist new staff to complete Induction and orientate to organisational approaches
- Adhere to rostering requirements and shift duties
- Maintain a professional attitude and approach to personal issues and concerns of other staff members as per policies and procedures
- Follow organisation grievance policies
- Ensure that team member privacy is respected at all times

Budget Management

Participate in financial management and budgeting procedures as instructed by the Accommodation Services Coordinator and in accordance with the policies of Orana Lifestyle Directions.

Communication

Provide an effective link between the service clients, Accommodation Support Coordinator, families, guardians and other stakeholders.

Internally, the Community Services Worker:

- Reports directly to the Accommodation Services Coordinator
- Works directly with other support staff and the Accommodation Services Coordinator in the unit
- Works directly with and assists Clients on an individual and group basis
- Works directly with specialist staff to make overall service delivery consistent
- Attends staff meetings and Client meetings as required, and also other specific meetings arranged by the Manager
- Works with organisation administration staff as required (including rostering documentation and requirements)
- Works as directed by Medical Coordinator and Training and Policy Development Officer

Externally, the Manager:

- Liaises with families, residents, guardians and advocates to discuss resident issues
- Liaises with other services, government agencies, the community and contractors on an as needed basis in order to maintain efficient service delivery

Work Health and Safety

Individual's employees must:

- Take all reasonable and practicable steps for their own health and safety and of others affected by their work
- Comply with the safety procedures and directions imposed in the interest of health and safety
- Not willfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of employees
- In accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to either their elected health and safety representatives, team meeting or Accommodation Support Coordinator
- Use all lifting devices and follow policies and procedures regarding manual handling and personal protective equipment
- Contribute to input and work by all risk assessments/ safe work method statements and identify any hazards

Knowledge, Skills and Experience

- An empathy for working with and for people with a disability
- Demonstrated understanding of persons with intellectual and physical disabilities
- Demonstrated total professional commitment to day to day needs of persons with an intellectual disability
- An ability to develop a working empathy with clients
- A sound knowledge of the Disability Services Standards
- An ability to work as a part of a team and fully contribute to staff team meetings
- Effective time management skills and an ability to prioritise duties
- Self motivated and task orientated
- Demonstrated understanding of Occupational Health & Safety requirements
- Sound literacy and numeracy skills
- Positive physical capabilities – the position does require moderate physical demands and emergency responses

Desirable

- Computer skills, including Microsoft Office Software Package

Essential qualifications

- Certificate III Community Services Disabilities (Aged Care or Home Care) or commitment to obtain within 12 months of appointment
- Current First Aid Certificate – copy to be submitted with application
- Current Drivers Licence Class C /or Current Class C Provisional Licence-Copy to be submitted with application (Drivers on red 'P's' may drive Organisation vehicles excepting the large wheelchair bus)

Selection Criteria

For the purposes of selection the assessment of the candidate will be based on the skills, knowledge, experience, qualifications and personal attributes that are listed above.

Selection decisions will also be based on the candidate's demonstrated capacity to conduct themselves in line with the operating principles of Gilgandra Shire Council, their previous work performance, and their potential to develop within the role.

Scope of Responsibility / Key Performance Indicators

Responsibility Area	Role Accountability	Performance Indicators
<p>Service delivery / support of operations</p>	<p>Deliver direct support services to persons with a disability across prescribed areas of living and individual needs in accordance with relevant legislation, Council policy and procedures to ensure consistent quality care and service outcomes for clients, families and stakeholders.</p> <p>Support the monitoring of the finances and assets of persons with a</p>	<ul style="list-style-type: none"> • Positive conditions and progressive outcomes are achieved for persons with a disability • Operational systems and program goals are followed • Daily service tasks are completed to best practice standards • • Prescribed unit maintenance requirements are completed • Positive participation in program and organisational reviews • Records and documentation are appropriately maintained in accordance with Council policy • Activities undertaken comply with applicable legislation, regulations and organisational policy and procedures • Actions comply with ethical standards and Staff Code of

	<p>disability to ensure they are managed according to guidelines</p> <p>Work with Support Workers and other staff to ensure best practice approaches are central to operations, and that continuous improvement is a cultural principle in practice</p> <p>Safe work practices and conditions are maintained across all Unit/Day Service day activities</p>	<p>Conduct</p> <ul style="list-style-type: none"> • Clients and stakeholders report appropriate management • Required paperwork is maintained and submitted • Positive relationships are reported by Managers and staff • Innovation and practice development is supported • Staff member actions comply with applicable legislation, regulations and organisational policy and procedures
Budget management	<p>Monitor and manage the assets of the Unit/Day Service as directed and according to organisational policy and procedure to ensure appropriate use of resources</p>	<ul style="list-style-type: none"> • Required documentation is maintained and submitted as directed • Procedural guidelines are followed • Assets are appropriately maintained
Team participation	<p>Work closely and constructively with the Accommodation Services Coordinator and other staff members to assist to facilitate a working environment that delivers best practice services, promotes individual and team development and initiative and maintains professional approaches in work roles</p>	<ul style="list-style-type: none"> • Participation in scheduled supervision • Participate in scheduled training; be proactive in identifying areas of skill development and informing management • Participate in staff/team meetings as required and requested • Support provided to other staff members

	Support a team-based approach to ensure consistency and quality to service delivery and the functioning of the unit	<ul style="list-style-type: none"> • Support is provided to new staff members in relation to induction, orientation and participation • Service is consistent • Allocated role responsibilities are delivered as required
Communication	<p>Positive and inclusive communication is achieved with other staff members</p> <p>Positive and inclusive communication is achieved with clients, families and other stakeholders</p>	<ul style="list-style-type: none"> • Other Support Workers and organisational staff report appropriate and effective communications • Clients, families and stakeholders report appropriate and effective communications

Acknowledgment of Understanding of Role Detail by Candidate

Name of Candidate	Signature	Date