

Position Description

INCLUSION SUPPORT WORKER

Leisure Networks Association Inc. - *Connecting people to their communities*

Position Title:	INCLUSION SUPPORT WORKER	Reports to:	Team Leader, Inclusion Support
Award:	Social, Community, Home Care and Disability Services Industry Services Award (“the Award”)	Classification:	Award Classification Range Level 2.1 to Level 3.4 A fortnightly roster applies for this position and may include weekend and work outside the normal spread of hours (see Award)
Remuneration:	Per Award depending on experience and qualifications, hourly rate plus 9.5% Superannuation. For casual positions a casual loading of 25% is applied in addition to the hourly rate.	Work Location:	Direct support work is delivered within community settings across the Greater Geelong region, as well as across Victoria and interstate at times. Administrative support is based at 4 Verner Street, Geelong.

ABOUT LEISURE NETWORKS

Leisure Networks Association Inc. is a successful community-based not-for-profit organisation. Our vision is to see *Capable, Healthy people and Inclusive Communities* and our Mission is to *Connect People with their Communities*. We deliver a broad range of programs across the community sport, health & wellbeing and disability areas.

In our disability programs Leisure Networks strives to be a provider of choice, supporting people to connect and be part of their community. We have a “can do” approach and our expertise is in providing tailored individualised disability support with people to pursue their learning, independence and social goals.

At Leisure Networks we value partnerships and we work hard on developing the capacity to bring diverse organisations together so that we make differences in people’s lives.

OUR TRADEMARK BEHAVIOURS

Together we provide opportunities to make a difference in people’s lives.

We are **RELEVANT, CREATIVE** and **TRUSTED** leaders AND we demonstrate our way by.....

DOING what we say **SHOWING** respect **HAVING** open and honest communication
HAVING a willingness to learn

POSITION OVERVIEW

As an Inclusion Support Worker you will provide tailored support for individuals on a 1:1, 1:2 or 1:4 ratio to enable transition to a level of independence as outlined in an individual's support program within a community and/or recreational setting.

Leisure Networks support programs are designed to enable people with a disability to meet their goals and exercise choice in obtaining support that assists them in pursuing their own lifestyles. The position directly supports clients in providing tailored support for children, young people and adults wanting to prepare for work or study, engage in school or learning, become more independent or join in different types of community activities.

KEY RESPONSIBILITIES AND DUTIES

Customer service needs

- Work with clients to identify new and creative ways to support them to actively pursue their goals, engage with their community and develop their interests
- Collaboratively develop and implement strategies with clients and their support networks that consider their individual needs and goals and increase their level of independence
- Deliver services aligned with The *Charter of Human Rights and Responsibilities Act 2006* (the Charter)

Program review, assessment and reporting

- Actively participate in the development, implementation, monitoring, regular review and reporting of clients programs with key stakeholders which includes but is not limited to the following;
 - Determine client / community risk and prepare assessments
 - Review client records and maintain an understanding of their individual needs and support requirements
 - Review client goals and measure individual progress and document outcomes with clients on a daily basis
- Work collaboratively with all Leisure Networks team members to develop opportunities for our clients

Delivery of supports

- Provide individualised support, mentoring and guidance for clients in community and recreational settings to enhance skills through their active participation in various activities
- Actively engage with the people we support in a variety of activities including, but not limited to swimming, walking, physical activity, cooking and catching public transport
- Provide behavioural management support
- Supporting clients to engage with community partners, stakeholders to achieve a desired outcome

Information management and communication

- Use Leisure Networks IT systems to keep up to date with organisational information and communication about work related issues

- Attendance and contribution to meetings, scheduled workshops and training opportunities
- Maintain comprehensive client records, record progress and outcomes towards achieving individualised goals on a daily basis
- Access client activities and staff schedules through Leisure Networks IT systems and sign off each scheduled session in actual time using a portable IT device

Organisational

- Deliver work plan goals which are developed in conjunction with supervisor/manager
- Abide by Leisure Networks Code of Conduct, trademark behaviours and LN policies and work practices
- Ensure that management are immediately informed of any client issues that arise and ensure appropriate reporting mechanisms have been followed

ORGANISATIONAL RELATIONSHIPS

Internal Relationships	All employees of Leisure Networks including; Manager/supervisor, Individual Support Team, Community programs Team and Leadership Team
External Relationships	Leisure Networks clients and their significant others, external service providers, sector networks and community organisations

ACCOUNTABILITY AND AUTHORITY

The position holder (worker) is accountable for working in a manner that is not harmful to the people we support (*Duty of Care*) and is accountable for operating in the role as follows;

- While working under the direction of others the worker uses skills and discretion to complete duties and meet established outcomes
- has the authority to respond to client requests where there is full confidence that the worker has all the required and factual information
- shall not commit the organisation to any obligations beyond the scope of the duties, for example shall not commit to working with a client outside the direction of management
- checking and actioning their own work roster and immediately alerting management to any discrepancies or reasons that would limit their capacity to complete their duties
- notifying management immediately of any worker or client related issues or incidents that occur during working time
- providing high quality services with clients and accurately recording progress and outcomes
- works collaboratively to continuously improve work practices and processes within and across the organisation through open and honest communication and feedback mechanisms
- must have an operating phone on them at all times and be contactable whilst working by Team Leaders/Management

JUDGEMENT AND DECISION MAKING

In order to achieve the duties and responsibilities of the position the worker is expected to;

- use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem solving skills and

- apply judgment in making day to day decisions considering appropriate procedures to determine the best course of action to take in completing tasks, particularly in regard to working autonomously within community settings.

Operational and staffing issues/decisions will be guided by policy and procedure under the guidance of the Team Leader/Manager

Guidance and advice may and will be sought as required from the Team Leader/Manager

The worker is expected to actively keep abreast of current professional knowledge in the areas of disability, working within the National Disability Insurance (NDIS) guidelines and community inclusion

ENVIRONMENT, HEALTH AND SAFETY

Complies with Leisure Networks OH&S policies and procedures and cooperates and participates with activities (such as meetings or training) as undertaken by Leisure Networks to comply with OH&S and environmental legislation.

Takes reasonable care for the safety of his/her own health as well as others who may be affected by their conduct in the workplace and does not willfully place at risk the health or safety of any person in the workplace or interfere with or misuse anything provided in the interest of environmental health and safety or welfare

Alert Team Leader/Manager immediately if there are any potential or actual safety concerns to self or others

KEY SELECTION CRITERIA – KNOWLEDGE, SKILLS & ATTRIBUTES

Knowledge and Skills	✓✓ = essential	✓ = desirable
✓✓ Communication: Well developed written and verbal communication skills, adapts communication to ensure information is appropriate, clear and understood by target audience		
✓✓ Client Focus: Applies appropriate best practice models to support people with disabilities in the achievement of person centered plans and demonstrates sensitivity and respect for differences of others		
✓✓ Professionalism: Observes the Code of conduct, is punctual and ensures client programs are delivered within allocated timeframes by taking responsibility for self and others. Uses initiative and common sense to improve services by developing workable, new ways of doing things.		
✓ Partnerships and collaboration: Knowledge of current community based options suited to achieving client goals. Works collaboratively and effectively with others in formal and informal partnerships to achieve client focused outcomes.		
✓✓ Legislation: Understanding of the Disability Act 2006 and understanding of the policies and procedures generally associated with the provision of Disability Support Services		
✓✓ Personal Attributes:		

Enthusiastic and actively engages and motivates clients within a community environment to ensure their goals are being met. Demonstrates the ability to fully engage clients and provide a professional and ethical service at all times that promotes social and community inclusion

The position requires an open minded, flexible, compassionate and adaptable person that will actively strive to ensure the people we work with achieve their goals and reach their full potential within their own abilities

Qualifications and Experience

Relevant Qualifications

Minimum Certificate 3 in Disability Services or similar (copies to be supplied)

Relevant work experience

Ideally some experience in the delivery of supports to assist people with a disability in their community or in their home and in the development of their skills and abilities

Ideally some experience in utilising a range of community based supports and methods to achieve client goals

Well-developed computer skills with an emphasis on MS Word, Outlook, internet and email applications

Works independently and autonomously within a community environment

Ability to effectively manage and deliver supports for clients with behaviours of concern

Child Safe Experience “protecting the children we support”

Experience working with children, preferably with a disability.

Demonstrated understanding of appropriate behaviours when engaging with children.

Understanding of cultural safety for children from culturally and/or linguistically diverse backgrounds is desirable.

Licenses, certificates and equipment requirements

Nationally recognised police check

Current Victorian Driver’s license and a well maintained vehicle that meets current safety standards

Current Working with children check

Current Level 2 First aid certificate, employees responsibility to be kept current for term of employment

Smart phone (and tablet device) with internet accessibility

DECLARATION

I acknowledge that I have read and understood the Inclusion Support Worker position description which forms part of my employment contract from the date of issue. I accept that the position description may need amending and updating from time to time due to change in responsibilities and organisational requirements.

NAME

(SIGNATURE)

DATE