

## INCLUSION SUPPORT WORKER

**Leisure Networks - Connecting people with community**

### POSITION DETAILS

<b>Position Title:</b>	<b>Inclusion Support Worker</b>	<b>Position Reports to:</b>	<b>Team Leader, Customer Engagement</b>
<b>Industrial Instrument/s:</b>	Social, Community, Home Care and Disability Services Industry Services Award ("the Award") and National Employment Standards (NES)	<b>Classification, Status and Hours:</b>	Level 2  Employment may be permanent, part time or casual.  Services are provided 7 days per week, 24 hours per day.
<b>Remuneration:</b>	Commencing \$27.18 per hour  For part time and permanent positions - plus 9.5% Superannuation plus salary packaging  For casual positions - a casual loading of 25% is applied in addition to the hourly rate	<b>Location:</b>	Direct support work is delivered within community settings across the Greater Geelong region, Wyndham region and across Victoria and interstate at times. Administrative support is based at Leisure Networks Headquarters in Geelong VIC

### ABOUT LEISURE NETWORKS

Leisure Networks is a successful community-based non-profit organisation. Our vision is to see *capable, healthy people and inclusive communities* and our mission of *connecting people with community* drives our work. As a registered provider with the National Disability Insurance Scheme (NDIS), we provide a range of services which include;

- Individual and small group disability support programs (weekdays and weekends)
- Support Coordination
- Financial Plan Management

Our disability support programs enable people with a disability to undertake a range of activities within their community. These include fun, recreation and leisure-based activities, skill development programs or travel programs across Victoria or interstate.

Our support coordination teams in Geelong and Melbourne are working individually with people to learn about the NDIS and to assist them to make the most of their new NDIS funding. Financial plan management is a bill paying service for people with an NDIS plan and is undertaken by our experienced finance administrators.

Finally, we work directly with community grass roots sporting clubs. Our role is to support volunteers to ensure they are growing their clubs and that they are inclusive, family

friendly environments. Our sport and recreation team also provide programs for young children to be active and healthy.

## ABOUT OUR CULTURE

At Leisure Networks our values-based, high performance culture is the foundation for our continued success. At every level our recruitment aims for the “right fit” first, combined with excellence in leadership and technical capabilities. Our flexible, people-orientated employment practices ensure we are an employer of choice attracting friendly, fun and highly motivated employees.

Our values and behaviours create our culture and we express this in our Culture Code. We value being **relevant**, **creative** and **trusted** leaders.

In all our interactions and behaviours we demonstrate these values as we - **deliver** on promises; **show** respect; **have** open, thoughtful communication; **are** always learning and **make** it fun.

## POSITION OVERVIEW

As an Inclusion Support Worker, you will provide tailored support for individuals on a 1:1, 1:2, 1:3, 1:4 OR 1:5 ratio to enable transition to a level of independence as outlined in an individual's support program within a community and/or recreational setting, or in home.

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 customers 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, living independently in their own home, building capacity and having the opportunity to participate in community activities.

## RESPONSIBILITIES AND ACCOUNTABILITIES

### Customer Engagement

- Work with customers 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 customers 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 customers programs with key stakeholders which includes but is not limited to the following;

- Determine customer / community risk and prepare assessments
- Review customer records and maintain an understanding of their individual needs and support requirements
- Review customer goals and measure individual progress and document outcomes with customers on a daily basis
- Work collaboratively with all Leisure Networks team members to develop opportunities for our customers.

### **Delivery of Supports**

- Provide individualised support, mentoring and guidance for customers in community and recreational settings, as well as in home, to enhance and build new 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 customers to engage with community partners and/or stakeholders to achieve a desired outcome.
- Assisting people with personal care tasks

### **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 customer records, record progress and outcomes towards achieving individualised goals on a daily basis (in SupportAbility).
- Access customer activities and staff schedules through Leisure Networks IT systems and sign off each scheduled session in actual time using a portable IT device.

### **Organisational**

- Work under general direction from Team Leaders, contributing to the development of work methods and setting of outcomes, within the clear objectives of the organisation.
- Set outcomes and further develop work methods where general work procedures are not defined.
- Exercise judgement and contribute critical knowledge and skills where procedures are not clearly defined.
- Deliver work plan goals which are developed in conjunction with Team Leader / Manager.
- Abide by Leisure Networks Code of Conduct, trademark behaviours and LN policies and work practices.
- Ensure that management are immediately informed of any customer issues that arise and ensure appropriate reporting mechanisms have been followed.

## ORGANISATIONAL RELATIONSHIPS

<b>Position Reports To</b>	Team Leader, Customer Engagement
<b>Reporting to this Position</b>	N/A
<b>Internal Relationships</b>	All staff at Leisure Networks including Leadership Team, Managers, Team Leaders and other Support Workers
<b>External Relationships</b>	Leisure Networks customers and their significant others, external service providers, sector networks and community organisations

## HEALTH, SAFETY AND WELL BEING

Complies with Leisure Networks OHS&WB 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.

## COMPETENCIES – HOW WE DO OUR WORK AT LEISURE NETWORKS

Accountable and Committed - <i>I deliver on promises and I am committed to my work and to LN. I hold myself and others accountable. I own my decisions and my actions.</i>
Collaborates - <i>I work collaboratively with others to meet shared objectives.</i>
Communicates Effectively - <i>I provide a clear message that is understood by everyone and it is always open and thoughtful.</i>
Culturally and Emotionally Intelligent - <i>I am open and comfortable, I understand myself and others and cultivate strong relationships.</i>
Customer Focussed- <i>I build strong customer relationships and deliver customer focussed solutions. #relevant #trusted</i>
Innovation and Improvement - <i>I create new and better ways for LN to be successful. #creative</i>
Growth and Resilience - <i>I demonstrate courage, growth and resilience in myself and cultivate it in others. #vitality</i>
Handles Ambiguity - <i>I can operate effectively, even when things are not certain, or the way forward is not clear.</i>
Strategic Leadership - <i>I align my purpose, work and actions to LN's strategy.</i>

## “YOU HAVE!”

Key Selection Criteria
1. Previous 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.
2. Previous experience in utilising a range of community-based supports and methods to achieve customer goals.

3. Well-developed computer skills with an emphasis on email (Outlook) and internet.
4. The ability to work independently and autonomously within a community environment.
5. The ability to effectively manage and deliver supports for customers with behaviours of concern.
6. Demonstrated understanding of appropriate behaviours when engaging with children.
7. Experience in providing personal care.

**“YOU MIGHT ALSO HAVE!”**

Key Selection Criteria
8. Experience and/or knowledge of the NDIS would be an advantage, however not essential.
9. Understanding of cultural safety for children from culturally and/or linguistically diverse backgrounds is desirable.
10. Experience in medication administration

Other Requirements (eg. Qualifications, Licences, etc.)
Current nationally recognised police check
Current Working with Children check
Necessary checks regarding the Disability Worker Exclusion Scheme
NDIS Worker Orientation Module Certificate of Completion
Current Victorian Driver's license and a well maintained vehicle that meets current safety standards (VicRoads registered)
Current Level 2 First aid certificate (employees responsibility to be kept current for term of employment)
Smart phone (and/or tablet device) with internet accessibility

**DECLARATION**

I acknowledge that I have read and understood this 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;

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NAME (SIGNATURE) DATE

**Leisure Networks commits to being a Child Safe organisation.  
Our Code of Conduct, relevant policies and processes ensures this is a priority especially during recruitment.**