

Position Description

Private and Confidential

Disability Support Leader

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill] and Translinc [Central West NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

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| Position title: | Disability Support Leader |
| Location: | Bowraville / Nambucca Heads |
| Job Type: | Permanent Part Time |
| Reports to: | Coordinator |
| Direct reports: | Disability Support Workers |

Service Description

The Disability Services Team provide Community based programs, respite services accommodation services and vocational programs under the NDIS and through state based funding in line with the Disability Service Standards, Third Party Verification requirements the Disability Inclusion Act, relevant ADHC policies and procedures and all LiveBetter policies and procedures.

Key Position Responsibilities

The Disability Support Leader plays a key role in the day to day provision of direct customer care in the Supported Accommodation Service, which aims to assist people with disabilities to access high quality and safe supported accommodation options within the local community.

The Disability Support Leader is responsible for:

- Contributing as a mentor and coach to Disability Support Workers, providing on the job guidance, support and mentoring.
- Supervising, supporting and developing team members to provide services at best practice standard.
- Participating in the on-call roster for Disability services.
- Ensuring effective and efficient administrative procedures and processes to support service delivery, including the upkeep of customer files and folders, monthly reporting and business planning activities
- Completing customer progress notes in a timely manner.
- Ensuring monthly reporting requirements are met, including the timely distribution to stakeholders within LiveBetter's requirements.
- Ensuring a safe environment for all LiveBetter staff, customers and visitors by complying with WHS legislation and the LiveBetter WHS Management System.
- Contributing to the development of individual plans (IP's) in consultation with Support Coordinators, and delivering programs designed to teach customers living skills, provide opportunities to maintain and enhance skills and to increase their capacity to access the community.
- Provide support to customers who require assistance with tasks of daily living, personal care and medication administration.
- Support customers in developing skills covering all aspects of personal development and daily living as defined by goals set in their individual plan (IP) and working with other disability service teams to ensure there is a cohesive and consistent approach to individual planning.
- Individual Planning is to be an integrated approach with all service functions present as well as all key stakeholders to ensure consistency across all Disability Services.
- Provide culturally respectful and appropriate service delivery.

- Respect the privacy and confidentiality of customers in accordance with privacy legislation and LiveBetter policies and procedures, during and beyond the period of employment.
- Ensure complaints are directed to the appropriate Manager in accordance with organisational policy.
- Supporting the Disability Support Coordinators in the provision of service to customers and their families.
- Ensuring supported accommodation activities are functioning as per the predefined schedules and communicate any changes required.
- Providing agreed supports for the families of customers and assisting clients to maintain contact with families, friends, advocates and the community.
- Working closely with the Disability Support Coordinator and act in position when required.
- Ensure customers are appropriately supported at medical and external stakeholder appointments.
- Be a positive, willing, contributing and adaptable member of the team at all times.
- Ensuring that Service activities reflect LiveBetter's objectives and priorities and are appropriate to the needs of the community.
- Ensure smooth inter-service cooperation in Disability Services to ensure clients have the best quality service each and every day and that they transition from service to service with clarity and consistency.
- Assisting LiveBetter in achieving service and business excellence by supporting and participating in a culture of continuous improvement and best practice.
- Contributing to a work environment of cooperation and respect for all employees, free from bullying and harassment.
- Upholding, maintaining and adhering to LiveBetter standards in-line with the Code of Conduct and policies and procedures.

Risk

All staff must be aware of operational and business risks.

They should:

- Provide input into various risk management activities assist in identifying risks and controls
- Report all emerging risks, issues and incidents to their manager or appropriate officer

Person Specification

Essential

- Minimum Certificate IV in Disability Services or equivalent and/or relevant experience.
- Working knowledge of the aims and objectives of Supported Accommodation Program activities.
- Demonstrated experience with direct customer support work in a Supported Accommodation setting.
- Good verbal and written communication skills along with effective interpersonal skills.
- Effective organisational skills and ability to use initiative.
- Demonstrated capacity to work as a team member and also independently, whilst enjoying a degree of responsibility in your position.
- Sound level of computer skills and the ability to undertake administrative tasks.
- Current Australian Drivers Licence.
- Current First Aid Certificate.

** The NDIS Worker Orientation Module 'Quality, Safety and You' is an interactive online course that explains the obligations of workers under the [NDIS Code of Conduct](#) – from the perspective of NDIS participants. All registered NDIS providers under the NDIS Commission require that this module be completed to undertake work within Disability Services. Completion of the module will take approximately 90 minutes and is free. You can save, exit and return to the module at any time. Once completed, you will receive a certificate of completion that is to be provided when applying for any Disability services related roles.*

Training can be accessed here: <https://training.ndiscommission.gov.au/>

Desirable

- Ability to be rostered 24/7 across rotating shifts.
- Previous experience in a supervisory role.

Other requirements

- Pass a National Criminals History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Completion of the *NDIS Worker Orientation Module 'Quality, Safety and You'*
- Ability to be flexible with work hours to meet reasonable demands of the position.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

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| Employee Name: | | Date: | |
| Signature: | | | |

