

## **Position Description**

Skills4Life

Support Worker

## The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

**Our Purpose:** *We inspire possibility by giving people access to support in their chosen community*

**Our Mission:** *By connecting capable, passionate and caring locals with those who need support*

### 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.

## The Position

<b>Position title:</b>	Skills4Life Support Worker
<b>Job Type:</b>	Casual
<b>Locations:</b>	Orange Area
<b>Reports to:</b>	Service Manager, Family & Youth
<b>Direct Reports:</b>	Nil

## Child and Family Services

LiveBetter's Child and Family Services team provide support to a diverse group of clients across the organisation. Child and Family Services are primarily concerned with providing children and their families' opportunities to overcome obstacles to participation within their communities.

The key projects undertaken by Child and Family Services include, LiveBetter Preschools, Intensive Family Support and Caring for Burray.

## Service Description

Skills4Life is part of the LiveBetter Child and Family Services team and provides capacity building supports that enable customers aged 0-64 years to build their independence and everyday living skills, consequently enhancing the ability of both the customer and/or their carer to develop confidence, acquire knowledge, build relationships and link with mainstream services.

National Disability Insurance Scheme (NDIS) customers who are in receipt of an approved plan, have outlined goals in which they will be specifically working towards over the period of the approved plan. Goals vary immensely from customer to customer, with goals noted as, quite detailed and specific to extremely overarching and broad.

The National Disability Insurance Agency (NDIA) outline categories within the customers approved plan in which they are allocated funding for a customer to meet their goal objectives. Skills4Life support categories include; (a) Improved Living Arrangements, (b) Increased Social and Community Participation, (c) Improved Learning, and (d) non-clinical Improved Daily Living Skills.

## Key Position Responsibilities

Skills4Life Support Workers work collaboratively, creatively and transparently with customers and/or their representative, providing options, pathways and support to develop skills, strengthen capacity, increase independence, develop confidence and link with meaningful social and community engagements.

Skills4Life Support Workers role includes but are not limited to:

- Working within the scope of the Skills4Life Category's and Line Items assisting customers to meet their NDIS goals.
- To provide appropriate learning and development opportunities that assist a customer to achieve their goal objectives. These could include:
  - Life transition planning including mentoring, peer support and individual skill development
  - Individual life skills development and training including public transport training and support, developing skills for community, social and recreational participation.
  - Supporting customer participation in community based activities that build skills and independence.

- Training for the customer in a group of 2 or more to increase their independence in daily personal activities.
  - Assistance with accommodation and tenancy obligations this could include guiding, prompting, or undertake activities to ensure the customer obtains/retains appropriate accommodation.
  - Working with Clinical teams to support customers with their therapy plans in the home and/or in the Community.
- Provide customers with alternate options to achieving individual goal objectives within the scope of Skills4Life service provisions
  - Identify strategies and solutions for managing risks associated with the LiveBetter Safe Home Visiting procedure
  - Mitigate all known or potential Conflict of Interest

*Community Development*

- Actively supporting positive partnerships between individuals, families, carers, local organisations and the broader community to build a more inclusive, welcoming and accessible community.

*Administration*

- Organising and maintaining administrative records.
- Ensuring customer records are maintained via use of endorsed data systems.
- Capture all required data as per the NDIS and LiveBetter requirements
- Providing data for reporting purposes and responding to requests for information.
- Preparing and communicating correspondence as required
- Complete monthly and quarterly reports
- Reporting to Team Leader as required.

*Professional Development and Supervision*

- Participating in an approved supervision and performance development process and undertaking ongoing training and development relevant to the position.
- Actively participate in team meetings when required.

*Workplace Health and Safety*

- Understand and comply with WH&S policies and procedures and legislative requirements.
- Promote a culture of safety, collaboration and teamwork
- Communicate with WH&S representatives and supervisors, particularly regarding workplace hazards and mitigations.
- Participate in programs to improve risk management, including health and safety in the workplace.

Additional appropriate duties which may from time to time be allocated or directed.

**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.

## The Person

### *Essential knowledge and experience*

- Demonstrated experience in the disability/community services sector.
- Experience working with a person-centred focus.
- Demonstrated high level interpersonal skills that include strong negotiation, advocacy and networking skills.
- IT competency, including the use of Microsoft Office programs and data bases.
- Good verbal and written communication skills allowing you to communicate with a range of people.

### *Knowledge & Qualifications*

- Tertiary Qualifications in Disabilities, Community Services, Health or Welfare and/or experience and training in the Disability or Welfare sectors.

### *Desirable*

- Demonstrated understanding of the NDIS.

### **Other requirements**

1. Obtain and pass a National Criminal History Check and Pre-Employment Medical Assessment, including drug and alcohol screening and a NSW Working with Children Check.
2. Obtain an NDIS Worker Screening Clearance.
3. Current Australian Driver's Licence.
4. Current First Aid Certificate including CPR certification
5. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
6. Ability to be flexible with work hours to meet reasonable demands of the position.
7. Completion of NDIS Worker Orientation Module 'Quality, Safety and You'\*

\* *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/>***

### **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:

Employee Name:		Date:	
Signature:			