

Position Description

Position Title	Employment Support Officer
Position Reports to	Employment Support Manager
Last Updated	June 2022

Why are we here?

At McCallum, our purpose is to partner our customers to create their best life. Our vision is to fulfil the unmet support needs of our community and enrich lives every day.

In our Social Enterprise, we build on this purpose and vision with our own:

Purpose: Create employment pathways for people with disabilities

Our Vision: Social enterprise. Empowering people. Enriching community.

How do we do this?



What is your purpose?

The Employment Support Officer provides direct assistance to supported employees to ensure they have clear support plans that capture their work goals and aspirations. They then provide them with the training and Support Officering they need to enable them to achieve their goals.

Each Employment Support Officer supports a caseload of supported employees and works with them, their carers, coordinators and external providers to develop their individual plans.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> • Develop and implement an NDIS compliant person-centred work plan for each supported employee within your caseload. • Maintain up to date and accurate work plans, goals, progress reports, outcomes and file notes in our client records system. • Develop a meeting schedule for all supported employees within your caseload and identify key stakeholders for each meeting. • Prepare for each meeting by reading files notes, support plans and other documentation. • Ensure the completion of the McCallum Outcomes framework tool as part of the meetings. • Support the referral and engagement of additional external appropriate services and supports as determined through the planning process as deemed necessary. • Assist participants with referrals, internally and externally when required. • Work with NDIS, Local Area Coordinators, Support Coordinators, families and carers to renew service agreements, write reports and assist with NDIS plan reviews when required. • Ensure hazards, near misses, incidents and injuries are reported and actioned as per policy and procedure. • Support the communication and facilitation of change, health and safety initiatives with supported employees, including implementation of COVID safe procedures, isolation support, vaccinations and hearing assessments.
Customer Experience and Quality	<ul style="list-style-type: none"> • Provide the supported employees in your caseload with training, coaching and mentoring to assist them in achieving their work goals and meeting the needs of our commercial customers safely and to the standard required. • Provide support and encouragement for participants who are completing Induction, undertaking a work trial and / or work experience. • Support with risk management assessments on locations, vehicles and / or equipment which are to be attended or used by supported employees, if required • Communicate regularly with the support employees in your caseload for the purposes of their welfare and wellbeing. • Provide positive behaviour support to supported employees as needed. • Promote the rights of people with disabilities in a range of settings only considering respectful, safe and meaningful work opportunities • Assist in providing advocacy for our participants and their families and carers as may be required from time to time. • Champion our code of conduct and values acting in accordance with our policies and procedures at all times.
Team Work and Collaboration	<ul style="list-style-type: none"> • Engage with the Customer Experience Team for planning regarding integrated customers.

	<ul style="list-style-type: none"> • Escalate any concerns to the Employment Support Coordinator for guidance and support. • Consult with the People and Culture team when investigating and resolving any performance management issues relating to supported employees • Work with supervisors, team leaders, families and carers to provide positive behaviour support to participants as required. • Provide additional operational support on the workroom floor as required. • Assist with reception and other administrative duties as required.
Self-care and Professional Development	<ul style="list-style-type: none"> • Participate in scheduled team meetings as required. • Participate in regular 1:1 with the Employment Support Manager. • Engage with the Annual Performance and KPI process, to include a professional development plan. • Continue to develop skills and knowledge in disability support and NDIS standards. • Maintain a high personal and professional standard with regard to appropriate presentation and behaviour. • Identify and seek appropriate resources to support your own health and wellbeing. • Participate in wider McCallum projects and initiatives as requested.

What do I need to be a success? (Attributes)

- You value and optimise our supported employees' experience at work.
- You have a passion for working with people to achieve the best outcomes and compassion for the challenges they face.
- You are consultative and collaborative and able to find consensus through negotiation.
- You are organised and prioritise the use of your time.
- You value accuracy and attention to detail when documenting the goals, plans and outcomes of our supported employees.
- You take pride in ensuring your tasks are completed to the highest standards and meet our industrial and legal obligations.
- You build and maintain relationships with your colleagues, customers and stakeholders.
- You are an adaptable team player that embraces positive change and actively participates and champions a supportive and values driven work environment.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- NDIS Worker Screening Check
- Right to Work in Australia; and
- Current Driver's License.

Essential

- Previous experience of working within disability supporting others, or you are studying/have achieved a relevant qualification such as Certificate IV or higher in Disability, Community Services.
- Current First Aid certificate.
- Skilled in use of the Microsoft Suite (including Word and Excel).
- Experience working with Customer Relationship Management / Client Records Systems software.
- Well-developed communication skills (both verbal and written).
- Well-developed interpersonal skills, including the ability to resolve conflict, coach and mentor others.

Desired

- Experienced in person centred support, including positive behaviour support.
- Understanding of the NDIS, funding and services.
- Experience working in an industrial and / or manufacturing environment.

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____