



Position Description

Program: McCallum Disability Services Lifestyle Options
Position: **Lifestyle Options Support Worker**
Reporting to: McCallum Accommodation and Lifestyle Options Manager –Ballarat, Senior Co-ordinator – Lifestyle
Name: Options Ballarat.

Organisational Environment: McCallum provides a diverse range of services to people with disabilities in the Ballarat and St Arnaud in the Grampians Region.
Since 1953, McCallum Disability Services has grown into one of Western Victoria's most comprehensive organisations of its kind, delivering a range of services including accommodation, day support, education and employment.
McCallum Disability Services receives wide community, government and corporate support, including funding of facilities and programs to benefit and enhance the quality of life to clients from across Victoria's Western district.
Today, McCallum Disability Services is a major employer and an integral community partner with a bright and energetic future.

Position Purpose: The position is responsible for the implementation of services within the Policies and Procedures issued by the McCallum Board of Governors through the Chief Executive Officer with the focus being on supporting people with a disability to participate in valued roles and to lead self-directed lives.

Position Context: McCallum Disability Services Lifestyle Options provides support for people with disabilities to enable them to live as independently as possible. Support is provided in the community, throughout Ballarat and St Arnaud.
Through the Outreach Program, support is provided on the basis of the people supported needs which are determined by McCallum's planning processes. Areas of support may include (but are not limited to) meal planning and preparation, budgeting and banking, household cleaning and medical/dental and general appointments.
Staff support people who are registered on Department of Human Services Disability Support Register.
Staff may also support people on a fee for service basis as required.
Support staff will maintain a high personal and professional standard with regard to appropriate presentation and behavior in all dealings.
Staff will assist with person supported personal care and grooming when appropriate and required.
Support staff will periodically be responsible for other tasks assigned by the coordinator when required.
Staff will provide support in a manner that promotes and maintains the independence of the person supported.

Duties and Responsibilities:

McCallum Values:	<p>Integrity: In all dealings.</p> <p>Teamwork: To work together to optimise service delivery.</p> <p>Professionalism: In service delivery and relationships.</p> <p>Respect: The fundamental principle for the way services are delivered.</p> <p>Quality: To deliver services in an environment of continuous quality improvement.</p>
Service Implementation	<p>Ensure all supports and services are based on the person supported strengths, needs, interests and goals (as per their support plans) as well as OHS requirements.</p> <p>Follow up on any person supported/family queries, concerns and complaints as per McCallum's policy and procedure.</p> <p>Work with the person supported, their families and carers, staff and other stakeholders to develop strategies to address the person's identified needs as per planning process.</p> <p>Communicate with family/carers in a manner that best meets their needs.</p> <p>Facilitate and implement strategies and a range of activities and supports that meet the person supported needs and preferences within a range of locations.</p> <p>Develop and implement strategies that foster mutual partnerships between McCallum, the community and the person supported and their families. Ensure that each person supported is accessing the community using the most independent means possible.</p> <p>Ensure that each person supported is familiar with McCallum's complaint process if they have a concern or issue, and that they feel comfortable with our 'It's OK to complain culture' in exercising their rights and responsibilities</p> <p>Continually monitor and review person's supported current and changing needs and that of their family/carers.</p> <p>Adhere to McCallum's grievance policy. Ensure the administration and dispensing of medication is consistent with McCallum's policies and procedures.</p>
Teamwork and Performance & Development	<p>Actively participate in staff appraisal processes.</p> <p>Promote McCallum both as an employer and service of choice.</p> <p>Engage in person centred approaches and family focus practices.</p> <p>Promote community awareness of the person supported and their needs.</p> <p>Promote the rights of people supported in all environments.</p> <p>Implement services and supports that are consistent with McCallum's strategic plan.</p> <p>Work cooperatively as part of the Home Support and Outreach team and contribute to a positive work culture.</p> <p>Work positively with other McCallum personnel.</p> <p>Continue to learn and develop your skills and keep up to date with relevant policies in relation to legislation, theory and practice within the disability field and participate in staff development on an ongoing basis.</p> <p>Attend and participate in staff meetings.</p> <p>Confidently raise concerns or issues with other staff or line management and follow-up by implementing any required action.</p>
Networks – Internal & External	<p>Build and maintain positive relationships with other McCallum programs and external networks</p> <p>Develop and maintain positive relationships and networks in the community to increase the opportunities available for people supported.</p>

Operational & capital budgets	<p>Provided services and supports within allocated budgets.</p> <p>Provide information to the support coordinator to ensure the completion of monthly reporting requirements.</p>
Administration & Time Management	<p>Complete all required tasks in an effective and timely manner.</p> <p>Maintain documentation required legislatively and organisationally including timesheets accurately and in a timely manner.</p> <p>Work within budgets and ensure all required documentation is up to date.</p> <p>Produce written/electronic documentation when required of a high standard.</p>
Policies & Practice	<p>Be involved and contribute to the quality improvement processes in line with the Quality Framework for disability services in Victoria and implement all necessary practices.</p> <p>Demonstrate an understanding of all McCallum's Policies and Procedures and comply with them at all times.</p>
Quality	<p>Comply with the quality system relating to service delivery and continuous improvement..</p> <p>Be able to interpret and apply all relevant procedural and legislative guidelines, policies, standards arising from that legislation and policy.</p> <p>Support the effective introduction of personal outcome measurements for all clients and assist with the development of service and individual planning that responds to personal goals and aspirations as required.</p> <p>Actively support and be involved in strong and effective client consultation and participation in ways that uphold their rights</p> <p>Contribute and comply with the maintenance and improvement of McCallum's quality management system as required.</p> <p>Exhibit a commitment to continuous quality improvement.</p> <p>At all times, act in a manner that is professional.</p>
OH&S	<p>Identify, document and report any OH&S issue.</p> <p>Comply with all McCallum's OH&S policies and procedures at all times.</p> <p>Undertake all work practices in a safe manner.</p> <p>Report any injury in the appropriate manner i.e. an Incident Report or Injury Register (as relevant).</p> <p>Ensure all equipment that is provided for OH&S reasons is utilised appropriately.</p> <p>Ensure all equipment that is provided with OH&S features are used utilising those features.</p> <p>Act promptly to repair any equipment required for OH&S reasons that is not in a safe working order.</p> <p>Take responsibility for your own actions and take all steps to ensure your own safety and/or the safety of others</p>

To be responsible for other tasks assigned from time to time by the Senior Co-ordinator Lifestyle Options, Manager Accommodation & Lifestyle Options or the CEO.

Physical Requirements

This position may occasionally involve some physical work/manual handling tasks such as when assisting staff to assist clients at times with their mobility and personal care etc. This may include bending, stretching, pushing and pulling. No client is to be lifted without the use of a lifter but manual handling is still required to assist some clients in a range of situations.

Equipment may also need to be carried or moved as required.

Selection Criteria

- Certificate IV in Disability Studies, Community Services and/or equivalent experience is preferred.
- A willingness and ability to form effective working relationships with people with a disability in ways that uphold their rights, maximise their independence and opportunities, and support them to lead the life they want.
- Sound interpersonal and good listening skills
- Assist clients in daily living, personal and self care routines.
- Support people to develop and / or maintain the skills to manage their banking, shopping, household tasks and responsibilities
- Demonstrated commitment to working as part of a team as well as being able to work unsupervised
- An understanding of the principles of the *Disability Act 2006*, the *Charter of Human Rights and Responsibilities Act 2006* and other relevant legislation and current practice
- Understanding of and a commitment to the delivery of services to people with a disability in line with the guiding principles of the State Disability Plan 2002-2012 and the Quality Framework.
- Sound verbal and written communication skills
- Relevant computer skills such as; word, publisher, excel etc or the ability to learn new software
- Current Drivers Licence.
- Current National Police Check
- Working with Children's Check when required.

Probationary Period

Permanent appointment will be confirmed following a satisfactory six month probationary period

Performance Review

Three months after commencement and prior to the probationary period concluding performance review will be undertaken by the Senior Co-ordinator Lifestyle Options. Thereafter performance reviews will occur annually.

McCallum Disability Services adheres to the principles of Equal Opportunity Legislation and is a smoke free environment.

Acknowledgement

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description.

Signature:

Print name:

Date: / /

Signature:

Print Name: Noelene Collins

Title: **Manager, Accommodation and Lifestyle Options**

Date: / /

This position description forms part of the contract of employment.