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**Position Description**

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| Program: | Lifestyle Options |
| Position: | Service Facilitators  |
| Reporting to: | Senior Coordinator Lifestyle Options |
| Responsible to: | Manager – Accommodation and Lifestyle Options |
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| **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:** | As a member of the Lifestyle Options Team, Service Facilitators will be part of a multi skilled team who deliver specialised support services to people at home or in the community. McCallum provides a team based approach to service delivery whilst incorporating the requirements of the National Disability Insurance Scheme through the provision of support options for people with a disability across the Grampians Region. Service Facilitators play a pivotal role in the Lifestyle Options program. Facilitators work with a caseload of people and act as a central point of contact for participants, family members and service providers. The senior coordinator of Lifestyle Options provides a central point for Facilitators to liaise with for advice and direction. |
| **Position Context:** | The positions are directly responsible to the Accommodation and Lifestyle Options manager, with day to day supervision through the senior coordinator of Lifestyle Options.The Service Facilitator positions provide:* Service facilitation to service participants, family members and other service providers
* Rostering of disability support workers to meet participant goals
* Maintain a caseload of participants which includes but limited to service assessment/planning/evaluation
* Contribute to the effective implementation of person-centred approaches across the team
* Tailor support to meet specific gaols and needs identified in individual plans
* Fulfil reporting requirements including those related to hazards, incidents, injuries and grievances in line with McCallum policies and procedures
* Develop and maintain comprehensive person-centred files for participants including care plans and related documents
* Monitor and manage budgets to meet service provision
* Maintain communication with relevant service providers and stakeholders including attendance at meetings
* Conduct training and orientation
* Participation in the after-hours on call service maybe required
* Lifestyle Options administration office hours are 8.30am to 5pm Monday to Friday with team members having a one hour lunch break

As a member of the Lifestyle Options team, Service Facilitators support the strategic development and direction of McCallum and partake in the development of a culture of best practice. |
| **McCallum Values:** | **Integrity:**  In all dealings.**Teamwork**: To work together to optimise service delivery.**Professionalism:** In service delivery and relationships.**Respect:** The fundamental principle for the way services are delivered.**Quality**: To deliver services in an environment of continuous quality improvement. |
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| **Administration and time management** | Complete all required tasks in an effective and timely manner. |
| **Policies & Practice** | 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.  |
| Demonstrate an understanding of all McCallum’s Policies and Procedures and comply with them at all times. |
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| **Quality** | Comply with the quality system relating to service delivery and continuous improvement.. |
| Be able to interpret and apply all relevant procedural and legislative guidelines, policies, standards arising from that legislation and policy. |
| 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. |
| Actively support and be involved in strong and effective client consultation and participation in ways that uphold their rights |
| Contribute and comply with the maintenance and improvement of McCallum’s quality management system as required. |
| Exhibit a commitment to continuous quality improvement. |
| At all times, act in a manner that is professional.  |
| **OH&S** | Identify, document and report any OH&S issue. |
| Comply with all McCallum’s OH&S policies and procedures at all times.  |
| Undertake all work practices in a safe manner. |
| Report any injury in the appropriate manner i.e. an Incident Report or Injury Register (as relevant). |
| Ensure all equipment that is provided for OH&S reasons is utilised appropriately. |
| Ensure all equipment that is provided with OH&S features are used utilising those features. |
| Act promptly to repair any equipment required for OH&S reasons that is not in a safe working order. |
| Take responsibility for your own actions and take all steps to ensure your own safety and/or the safety of others |

***To be responsible for other tasks assigned from time to time by the Manager – Accommodation and Lifestyle Options.***

**Physical Requirements**

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|  | This position may occasionally involve some physical work/manual handling tasks. This may include bending, stretching, pushing and pulling. Equipment may also be needed to be carried or moved as required. |

**Selection Criteria**

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|  | Essential Criteria* Demonstrate understanding of the needs of people with disabilities, their carers and families
* An enhanced working knowledge of person-centred approaches and an ability to contribute to the practical implementation of person-centred plans
* Well-developed communication skills both written and verbal, with the ability to communicate in an appropriate manner with a wide and diverse range of individuals
* Knowledge of the NDIA Act 2013 and Disability Act 2006
* Understanding of the principles of privacy, confidentiality and duty of care
* Highly developed time management skills and the ability to handle multiple tasks, priorities and deadlines
* A skilled team member with a high level of motivation, together with a demonstrated ability to work independently and as part of a dynamic, dedicated and collaborative team
* Current Victorian Drivers Licence
* High level of computer literacy with competency in Microsoft Office programs

Desirable Criteria* Tertiary qualification or equivalent knowledge and experience relevant to the delivery of community support services
* Sound understanding of contemporary trends in the delivery of disability support services including person centred approaches
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**Probationary Period**

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|  | Appointment will be confirmed following a satisfactory six month probationary period |

**Performance Review**

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|  | Three months after commencement and prior to the probationary period concluding performance review will be undertaken by the Manager – Accommodation and 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**

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|  | 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:**Name: Title: **Manager, Accommodation and Lifestyle Options**Date: / /*This position description forms part of the contract of employment.* |