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**Position Description**

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**Program:** McCallum Community Connections  
**Position:** **Band 2 Community Connections Support Facilitator**  
**Reporting to:** Coordinator – Community Connections  
Manager, Community Connections

**Salary & Conditions** As per contract of employment

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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.

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**Position Purpose:** This position is responsible for the implementation of services under the direction of the coordinator 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.

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**Position Context:** The Community Connections service assist clients to identify their dreams and goals and support them to work towards achieving these and living the sort of life they want. Input into this planning is always encouraged from families, friends and other people who the individual chooses and who are important to him or her.  
Staff and volunteers assist people to participate in a wide range of activities based on the individual interests and aspirations of each person who attends. Activities are tailored to the individuals needs and may include group and individual activities within McCallum and the client's community.  
Staffing ratios and group sizes are dependent upon the type of activity and the support requirements of each of the clients.  
In both Ballarat and St Arnaud, Community Connections currently support over 170 people who are aged over 18 years, primarily have an intellectual disability and are registered with the Department of Human Services. Clients use McCallum services on a full time or part time basis.  
The service is flexible and is provided at times that best suits the individual and their needs and preferences. Many services and supports will occur between 9am-5pm Monday to Friday, but others will occur during evenings and weekends.

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**Philosophy** The Community Connections Support Worker is required to carry out his/her designated duties in accordance with the following:  
A commitment to the principles and objectives of the *Disability Services Act 2006*, the *Charter of Human Rights and Responsibilities Act 2006*, and be familiar with the vision of the Disability State Plan and have a sound knowledge and understanding of the current trends in the provision of self-directed service models, community based services and of the needs and interests of people with disabilities in a day service situation.

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Provide a range of activities and supports in a range of locations for people with a disability.

Ensure the delivery of high quality services that meet the needs of each person with a disability, their families and their carers.

Promote community inclusion and person directed support that exceeds the minimum disability standards and are delivered within the available resources.

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### Duties and Responsibilities:

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<b>McCallum Values:</b>	<b>Integrity:</b>	In all dealings.
	<b>Teamwork:</b>	To work together to optimise service delivery.
	<b>Professionalism:</b>	In service delivery and relationships.
	<b>Respect:</b>	The fundamental principle for the way services are delivered.
	<b>Quality:</b>	To deliver services in an environment of continuous quality improvement.

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<b>Service Implementation</b>	<p>Ensure all supports and services are based on individual client strengths, needs, interests and goals (as per NDIS plans), appropriate staffing ratios and skills, as well as occupational health and safety requirements.</p> <p>Implement client plans, assist in the development and review as requested by Coordinator – Community Connections</p> <p>Implement behavioural support plans, as requested by Coordinator – Community Connections.</p> <p>Follow up on any client/family queries, concerns and complaints with Coordinator.</p> <p>Maintain a range of relationships with community providers and be familiar with what activities and supports are available.</p> <p>Assist clients to move from group-based and facility-based activities to engage in meaningful activities and valued roles in the community that they deem to be important, wherever possible</p> <p>Implement strategies that foster mutual partnerships between McCallum, the community and individuals with a disability and their families in conjunction with Coordinator.</p> <p>Ensure each client is accessing the community using the most independent means possible.</p> <p>Ensure each client is familiar with the process to be used if they have a concern or issue, and that they feel comfortable in exercising their rights and responsibilities</p> <p>Provide assistance with personal care if required and appropriate.</p> <p>Implement the outcome measurement framework to evaluate the outcomes of people accessing the service, including their families and carers.</p> <p>Use data and information to inform service delivery.</p> <p>Effectively manage grievance in accordance with McCallum's policy.</p> <p>Ensure the administration and dispensing of medication is consistent with McCallum's policies and provide assistance as needed.</p> <p>Administer medication once completed the medication competency assessment form.</p>
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<b>Teamwork and Performance</b>	<p>Actively participate in the supervision, mentoring and staff appraisal processes.</p> <p>Under guidance of coordinator Implement services and supports that are consistent with standards of operation, program objectives and individuals plans in consultation with clients, staff and where relevant, families and carers.</p>
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Support the orientation and training of new staff members and volunteers.

Work cooperatively as part of the Communication Connections team and contribute to a positive work culture.

Work positively with other McCallum personnel.

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.

Attend and participate in staff meetings and training as requested..

Confidently raise concerns or issues with other staff or management and follow-up and implement any required action.

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**Networks –  
Internal &  
External**

Build and maintain positive relationships with other McCallum programs and external networks

Maintain positive relationships and networks in the community to increase the opportunities available for clients.

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**Administration  
& Time  
Management**

Complete all required tasks in an effective and timely manner.

Maintain documentation required legislatively and organisationally including timesheets accurately and in a timely manner.

Produce written/electronic documentation of a high standard.

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**Policies &  
Practice**

Demonstrate a practical understanding of the requirements of the *Disability Act 2006* and the *Charter of Human Rights and Responsibilities Act 2006*, take responsibility for ensuring all practices within your allocated service comply with McCallum's legislative and regulatory obligations

Implement all requirements of the State and Federal privacy legislation

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

Any other duties as directed that are in line with McCallum policy

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**Quality**

Identify and implement quality improvement activities.

Comply with the quality system relating to service delivery and continuous improvements.

Understand and apply all relevant procedural and legislative guidelines, policies and standards arising from that legislation and policy.

Support the effective introduction of personal outcome measurements for all service users and assist with the development of service and individual planning that responds to personal goals and aspirations.

Actively support and be involved in strong and effective client consultation and participation.

Contribute and comply with the maintenance and improvement of McCallum's quality management system as required.

Exhibit a commitment to continuous quality improvement to all staff within day programs.

At all times act in a manner that is professional.

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**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 have any repairs and equipment required for OH&S repaired that is not in a safe working order or requires repairs.

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 Coordinator- Community Connections, Manager- Community Services.***

## **Physical Requirements**

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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**

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- Certificate IV Disability Studies, Community Development or equivalent is preferred
- Demonstrated experience in disability services or similar human service sector, with a particular focus on individual supports
- 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
- An ability to resource and gain an understanding of services and supports
- 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
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## Probationary Period

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Permanent 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 Coordinator – Community Connections. 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:**

Print Name:

Title: **Manager, Community Connections**

Date:    /    /

*This position description forms part of the contract of employment.*