

## Position Description

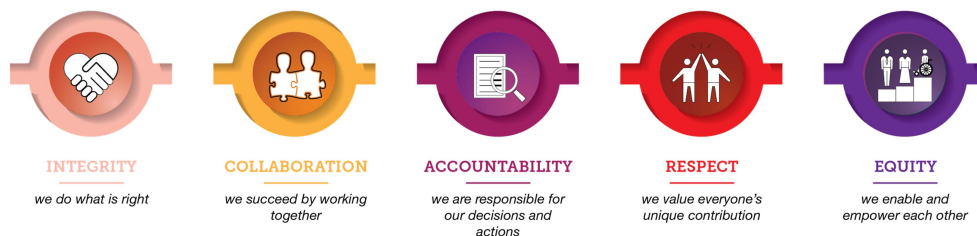
<b>Position Title</b>	<b>Support &amp; Wellbeing Officer</b>
<b>Position Reports to</b>	Planning & Support Coordinator
<b>Position Leads</b>	Nil
<b>Location</b>	1820 Sturt Street, Ballarat or 31 Coronet Street.
<b>Employment Type</b>	Full-time, fixed-term, 6 months X 2.
<b>Last Updated</b>	February 2021

### Why are we here?

**Purpose:** We work with people to create a life that works for them.

**Our Vision:** To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

### How do we do this?



### What is your purpose?

The Supported Employees of McCallum Industries, our Australian Disability Enterprise (ADE) were drastically impacted by the effects of the COVID-19 pandemic. We continue to have a significant need to support their transition to a COVIDnormal way of work and life.

The Support and Wellbeing Officer provides direct assistance to supported employees to create transition plans to ensure that they have clear support plans that capture their work goals and aspirations, but also ensure that there is a plan for support whilst not at work, or in the event a lockdown occurs again.

The Support and Wellbeing Officer supports a caseload of supported employees and works with them, their carers, coordinators and external providers to develop these individualised plans.

Where necessary, you will also provide additional welfare and emotional support to ensure that any vulnerable supported staff member is feeling safe and reassured through this transition time.

## How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> <li>• Develop a meeting schedule for all supported employees within your caseload and identify key stakeholders for each meeting.</li> <li>• Engage the Customer Experience Team for planning regarding integrated McCallum Customers.</li> <li>• Diligently prepare for each meeting, reading full SRS notes, BSP and other documentation.</li> <li>• Where possible, develop a relationship with supported employees in your caseload to build trust and an understanding of capacity and aspirations.</li> <li>• Convene re-engagement meetings, ensuring key stakeholder presence in alignment with the choice and control of the employee. Participants may include family, carers, advocates, support coordinator as directed by the employee.</li> <li>• Complete a re-engagement plan for each supported employee in caseload using template.</li> <li>• Update the McCallum Industries schedule of supports following establishment of re-engagement plan for sign off by the Planning &amp; Support Coordinator.</li> <li>• Ensure the completion of the McCallum Outcomes framework tool as part of the meetings.</li> <li>• Support the referral and engagement of additional external appropriate services and supports as determined through the planning process as deemed necessary. Supports may be internal to McCallum or external supports.</li> <li>• Provide feedback and input into templates and tools to the Planning &amp; Support Coordinator for the purpose of continuous improvement.</li> <li>• When engaging the supported employees on the shop-floor, coach and encourage work activities. Build confidence and reassurance that they are safe and doing well.</li> <li>• Escalate any concerns to the Planning &amp; Support Coordinator for guidance and support.</li> <li>• Develop a system for regular communication and contact with the supported employees in your caseload for the purposes of welfare and wellbeing. This may be face to face or telephone / video as appropriate. Communication schedule to be signed off with Planning &amp; Support Coordinator and prioritised based on risk of harm.</li> <li>• Promote the rights of people with disabilities in a range of settings, only considering respectful, safe and meaningful</li> </ul>

	<p>work opportunities.</p> <ul style="list-style-type: none"> <li>• Champion McCallum's code of conduct and values, acting in accordance with our policies and procedures at all times.</li> </ul>
<b>Self-care and professional development</b>	<ul style="list-style-type: none"> <li>• Participate in monthly team meetings with EM Industries (Employment) and Planning &amp; Support Coordinator as well as wider Industries / Linen team meetings as directed.</li> <li>• Participate in regular 1:1 with Planning &amp; Support Coordinator.</li> <li>• Ensure Performance Goals and KPIs are set, with professional development plan implemented and monitored</li> <li>• Identify and seek appropriate resources to support your own health and wellbeing</li> <li>• Participate in wider McCallum projects and initiatives as required.</li> <li>• Maintain a high personal and professional standard with regard to appropriate presentation and behaviour.</li> <li>• Attend business training sessions as required.</li> <li>• Continue to learn and develop 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.</li> </ul>

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

- Our customers are at the centre of everything that you do.
- Quality and safety is paramount and will not be compromised.
- You value accuracy and attention to detail.
- You have a passion for working with people to achieve the best outcomes, and compassion for the challenges they face.
- You are a consultative and collaborative and able to find consensus through negotiation.
- You build and maintain relationships with your customers, colleagues and stakeholders.
- You achieve results. You are focused, work to a plan and deliver.
- You understand that change happens for a reason, and have the enthusiasm and drive to bring the organisation with you.

## 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:

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

## Essential

- Cert IV minimum qualification in Disability, Community Services and/or equivalent experience in a related role.
- Demonstrated knowledge of the needs of people with disability including person centred approach, positive behaviour support and consideration of whole of life.
- Ideally you will have had experience in Case Management, Support Coordination, Education or Customer Service roles.
- Well-developed communication (both verbal and written) skills with the capacity to prepare clear and accurate reports and correspondence appropriate to the purpose and audience.
- Well-developed interpersonal and negotiation skills with the capacity to liaise effectively with a broad range of people and organisations.
- Competence in dealing with reporting systems and client records
- High level work organisation skills, with the ability to manage time effectively and prioritise tasks.
- The ability to work independently and also cooperatively as a member of a team.
- An understanding of quality systems and processes
- Excellent collaboration and interpersonal skills with the ability to work collaboratively
- Excellent administration skills, including the use of MS Word, Excel and Inventory Systems.

## Desirable

- Understanding of the NDIS, funding and services
- Demonstrated experience in the coordination and delivery of contemporary disability service models

## Approval:

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CEO Signature: \_\_\_\_\_ Date: \_\_\_\_\_