

POSITION DESCRIPTION

Position Title / Classification:	Client Service Facilitator
Section:	Client Services Team
Award:	Aligned to Social, Community, Home Care and Disability Services Industry Award – Level 4
Status:	Part Time
Location:	8 Warwick Rd Ipswich
Supervises:	Support Workers
Position Reports To:	Direct Service Manager
Date Prepared:	26 February 2020

Our Vision

At ALARA, our vision is to be recognised as an innovator in the creation of sustainable, inclusive and value –driven quality service solutions for our customers.

In the Ipswich, Lockyer, Somerset and surrounding areas we provide a range of services including:

- In-home (domestic and personal care) support
- In-home and hub based respite care
- Community access, participation and inclusion
- Learning and life skills development groups
- Accommodation support
- Information and Advocacy
- Social, Leisure, Sporting and Recreational Activities
- Fitness and Wellness programs
- Creative Arts Programs
- Services for Older Australians
- Services for Children and Teenagers
- Support Coordination
- Plan Management and Financial Intermediary services

- Supports Coordination

The Organisation

ALARA QLD Limited is a non-denominational disability service provider, originally established as Respite Care Services (Ipswich) Inc in 1991. In 2000, the organisation underwent a name change to ALARA Association Inc. to better reflect its services and in 2013 became ALARA QLD Limited, a company limited by guarantee.

ALARA means:

Access **L**ifestyle Support **A**ccommodation Support **R**espite **A**ctivities

It is a not-for-profit provider of community and support services that are individualised and responsive to the needs of people with a disability, their carers and families. Services are provided in the Ipswich, Somerset and Lockyer and surrounding areas.

ALARA provides direct personal care, community access and a range of programs and activities to suit over 800 individual clients. Funding is received from the Queensland Government Department of Communities, Disability Services and Seniors, the National Disability Insurance Scheme and from the Federal Department of Health. Services are also purchased directly by our customers.

ALARA'S Values

ALARA services are provided in a way that is consistent with the following values:

- Value 1: Person Focused**
We will be **Person Focused** and aim to meet individual needs.
- Value 2: Responsive**
We will be **Responsive** and flexible within our resource limitations.
- Value 3: Partners**
We will be **Partners** with our customers, carers, families, staff, volunteers, members, the community and funding bodies.
- Value 4: Safety**
We are committed to ensuring the physical and emotional **Safety** of everyone involved with ALARA QLD Limited.
- Value 5: Respect**
We will operate with **Respect**, dignity, confidentiality, accountability, equity and honesty with transparent and open communication
- Value 6: Excellence**
We will **Strive** for excellence through learning, innovation, creativity and change.

ALARA'S Services

ALARA provides a range of services for people with a disability and older Australians, and their carers, including:

In-home Support

ALARA provides a range of services to enable people to be as independent as possible in their own home. This can include personal care support and assistance with cooking and cleaning.

In-home Respite

ALARA provides in-home support to provide appropriate support to the service user while their primary carers (parents, partner/spouse/family members) have a break from their caring role.

Community Connection, Access, Participation and Inclusion

Service Users are provided opportunities to learn/maintain skills, expand their personal networks and to participate in the life of the community.

Information and Advocacy

Service Users and their representatives are involved in the co-design of their support and given information regarding other services and events in the community that they can access to meet their needs. Where appropriate, they are encouraged to access services which can speak and act on their behalf to ensure their needs are addressed.

Social, Sporting, Leisure and Recreational Activities

ALARA's Activities Program includes sporting, mixed social activities, school holiday programs, getaways and supported holidays.

Fitness and Wellness Programs

ALARA's qualified personal trainers are available on a group or individual basis to help individuals achieve their fitness goals. ALARA also runs a range of group activities with a health and wellness focus.

Community Hubs

ALARA has Community Hubs or "Luke's Place Centres" in Ipswich, Esk and Lockyer. Each hub provides access to a diverse range of opportunities designed around the interests and preferences of individuals and the group.

Creative Arts Programs

ALARA offers a range of Arts Program to support practising artists and budding artists to express their creativity, develop new techniques and explore new mediums.

Services for Older Australians

ALARA QLD Limited provides a range of services for older people that are designed to give them the control and flexibility they need to maintain their quality of life and independence.

Services for Children and Teenagers

ALARA provides services designed to support families in their caring role and a comprehensive range of age appropriate supports to assist children and teenagers to develop social and practical skills and increase their independence.

Plan Management and Financial Intermediary Services

ALARA's NDIS Plan Management services give both NDIS and My Aged Care participants the benefits of self-management without the financial, administrative and coordination workload.

Support Coordination

ALARA is registered with the National Disability Insurance Agency (NDIA) to provide Coordination of Supports. The aim is to ensure that NDIS Participants have maximum choice and information about potential providers.

Community Awareness

ALARA strives to educate the community and make them more aware of, and more responsive to, the needs of people with disabilities.

Position Specification

1.1 Position purpose:

- Under the broad direction of the Direct Services Manager, to facilitate the provision of in-home and community based supports for individuals with a disability and their carers. This may include ensuring that the person's basic care needs are met in an appropriate and respectful manner and that the person is supported to explore and access local opportunities for participation, inclusion and skill development.

1.2 Key Responsibilities:

Under the General Direction of the Direct Service Manager (DSM) to:

- To work in partnership with our clients and other key stakeholders to develop and implement an individualized support plan taking into account available funding and the funding body guidelines.
- To develop and implement support arrangements and monitor of individual

budgets/bookings. This will include quoting for services provided under the national Disability Insurance Scheme.

- To coordinate a range of resources to ensure customer requirements are met in a flexible and responsive manner.
- To provide direct support as required to ensure essential support is delivered seamlessly
- To participate in the recruitment, selection and training of ALARA's team of support staff.
- To provide supervision, leadership, mentoring and support to a designated team of support workers.
- To ensure that service level reporting and administrative activities are carried out in a timely manner and in accordance with organisational service and funding agreement requirements.
- To ensure that services are delivered in accordance within ALARA policy and procedures.
- To ensure that all legislative and regulatory requirements relevant to the activities being undertaken are met.
- To work collaboratively with senior management and members of the coordination and service support teams to identify and implement opportunities for effective and flexible use of human, physiological and physical resources.

1.3 Supplementary Responsibilities:

- To proactively contribute to identifying own training and development needs and to maintain up to date knowledge, skills and abilities.
- To participate in mandatory training and ongoing staff development opportunities.
- To work under direction while adhering to ALARA's policies, procedures, guidelines and instructions.
- To contribute effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- To contribute effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- To contribute effectively to the achievement of continuous improvement and the organisations vision and key outcome areas.
- To contribute to ensuring that children and vulnerable people supported by ALARA are protected from abuse and harm

Key Selection Criteria

2.1 Qualifications

- Certificate IV Disability or higher
- Certificate IV in Training and Assessment or willingness to complete this qualification within 12 months
- Current Senior First Aid and CPR Certificate

2.2 Key Selection Criteria

- Demonstrated extensive experience in the facilitation of provision of support for people with a disability and their carers
- Extensive experience in the application of work place health and safety principles manual handling techniques and ability to carry out risk assessments within the home environment
- Demonstrated ability to work in a dynamic team contributing positively to team operations and working relationships
- Ability to provide leadership and support to support workers engaged in home care support duties
- Ability to provide on the job training to new and relieving support staff
- Effective organisational, time management, administrative and task prioritisation skills
- Ability to work semi-autonomously and to prioritise work within ALARA's policies, procedures and guidelines
- Well-developed interpersonal communication skills, including sound written communication skills
- Demonstrated basic knowledge of contemporary human resource practices and concepts and workplace health and safety legislation and requirements
- Demonstrated basic computer skills including Microsoft Office Applications

2.3 Other Requirements

- Current Open Drivers Licence.
- Eligibility for a Positive Notice Blue Card for Child Related Employment and Disability Services Queensland Positive Notice Card (or Exempt Card) Criminal History Check (mandatory requirement).
- Compliant National Police Check on commencement and every three years
- Not currently be banned or suspended from the provision of services by either the NDIS Quality and Safeguards Commission or Aged Care Quality and Safety Commission.
- Hold a certificate of completion of the NDIS Worker Orientation Module*
- Commitment to the philosophy and objectives of the Queensland Disability Services Act, the NDIS Act 2013 (and Amendment 2016), the Aged Care Act 1997 (Cth) and associated Service Standards.
- Availability to participate in a rostered on-call service covering weekends, public holidays and the Christmas break.
- Ability to meet the physical requirements of the role related to training and direct delivery of supports on an occasional basis
- Must provide proof of Australian Citizenship, be Permanent Resident or hold a Valid Working Visa

* The NDIS Worker Orientation Module 'Quality, Safety and You' is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants. All registered NDIS providers under the NDIS Commission require that this module be completed to undertake work within Disability Services. Completion of the module will take approximately 90 minutes and is free. You can save, exit and return to the module at any time. Once completed, you will receive a certificate of completion that is to be provided when applying for any Disability services related roles. Training can be accessed at: <https://training.ndiscommission.gov.au/>