

## POSITION DESCRIPTION

|                                         |                                                      |
|-----------------------------------------|------------------------------------------------------|
| <b>Position Title / Classification:</b> | Volunteer                                            |
| <b>Section:</b>                         | (insert)                                             |
| <b>Award:</b>                           | Not applicable                                       |
| <b>Status:</b>                          | Regular commitment or for fixed term specific events |
| <b>Location:</b>                        | (insert)                                             |
| <b>Date Prepared:</b>                   | August 2020                                          |
| <b>Position Reports To:</b>             | (insert)                                             |

### 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

## 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

Lifestyle Support

Accommodation Support

Respite

Activities

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:**

There are a number of volunteer roles available at ALARA QLD Limited dependant on the skills, interests and availability of the volunteer.

Roles include:

- Assisting staff in the provision of social and recreational activities for people with a disability designed to increase opportunities for leisure, socialisation, community participation and inclusion.
- Assisting people with disabilities to acquire new skills or interests. These role suit volunteers with specific interests or skills. ALARA will seek volunteers with specific interests to meet the needs or goals expressed by an individual or a group.
- Supporting specific activities such as ALARA events or fundraising initiatives.

## 1.2 Key Responsibilities:

For roles involving participation in service activities under the direction and supervision of the relevant Supervisor:

- To ensure that people with a disability involved in the ALARA QLD Limited Activities program are adequately and appropriately supported to participate fully in the activity and to engage with other participants and the broader community.
- To assist people with a disability to acquire new skills or experiences.
- To assist staff in ensuring that the services provided to clients run smoothly and effectively on a day to day basis.

For roles related to specific functions or events under the direction of the Event Coordinator:

- To assist by performing agreed duties related to the event.

For all Volunteers:

- To provide timely feedback to the Coordinator/facilitator and follow organisational procedure regarding any incidents, issues or concerns (client, staff, workplace health and safety).

## 1.3 Supplementary Responsibilities:

- To ensure that the service or activity is delivered in accordance with organisational policies and guidelines and current legislative requirements.
- To proactively participate in training provided by the organisation and actively identify personal training and development needs.
- 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 a discrimination free environment.
- To contribute effectively to continuous improvement and the achievement of and the organisation's strategic goals.
- To proactively contribute to the safeguarding and promoting the welfare of children, young people and vulnerable adults and older Australians

## Key Selection Criteria

### 2.1 Qualifications

- Qualifications and/or experience suited to the specific volunteering role.

### 2.2 Key Selection Criteria

- Genuine interest in supporting people with a disability to achieve their goals and actively participate in a range of activities.
- Ability to work effectively as a member of a team.

- Ability to work under supervision and take direction.
- Good listening and conversation skills.
- Reliability and punctuality.
- Skills or experience in a particular interest area may be sought for specific program initiatives.
- Ability to ensure the privacy and confidentiality other than where there is potential risk of harm to the service user or other individuals.
- Ability to work within organisational policies, procedures and guidelines.

### 2.3 Other Requirements

- Volunteers will be required to have a Disability Services Positive Notice Card (Yellow Card) or Exemption and a Positive Notice Card for Child Related Employment prior to commencement other than where the engagement is for a **single** event and is performed under supervision. These are available free to volunteers.
- Compliant National Police Check before commencement and every three years. The costs will be reimbursed by ALARA.
- Not 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\*
- A current First Aid Certificate is desirable in some roles but not essential.

\* 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/>