



POSITION DESCRIPTION

Program & Support Instructor

Mission

Alkira strives to meet the needs and interests of people with an intellectual disability, through care and support that will enrich and challenge them to be a part of the world community.

SERVICE AREA:	Training & Support Services
REPORTS TO:	Program Manager
LIASION	Internally - clients, all support staff, volunteers and staff in other service areas of Alkira Externally – the parent/carers and other people in client’s support networks, relevant personnel from Department of Human Services, Planning Facilitators, community and business organizations
AWARD AND GRADE:	Employment conditions in accordance with the Alkira Centre – Box Hill Inc. Disability Services Victoria (Part 1) Certified Agreement 2005 Salary Range: (Band II Level 4) - (Band II Level 11) per annum (pro rata part-time) depending on documentary evidence of relevant qualification and experience Working Hours: Between 7.30am – 7.30pm with the number of hours per week documented in the Agreement of Employment which may be varied dependent on operational needs. Normal full-time working hours are from 8:45 to 4:30 from Monday to Thursday and 8:45 to 3.45 on Friday. Superannuation: A compulsory Superannuation Guarantee payment will be made on employee’s behalf – the current compulsory Superannuation Guarantee percentage of gross salary.
DATE LAST REVIEWED:	31 July, 2017

Alkira is a community sector organization providing a range of services and supports for adults with an intellectual disability and their families in the Eastern Metropolitan region of Melbourne.

Alkira’s service philosophy is based on recognizing, fostering and celebrating each person’s individuality which in turn informs the way that supports are provided; their capacity and participation in community life with all the associated rights and responsibilities. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organization.

Training & Support Services

We partner with individuals to support and assist them to develop their potential, promote continual learning & independence, foster active participation and exploration in The Arts, Further Education, Health Fitness and Sport, Living and Personal Development, Recreation and Leisure, Vocational Skills and Work Opportunities

Based on a person’s plan, needs, interest and wishes the people, a variety of individual and group options include:
Group Programs and Activities - participation in group programs / activities in Alkira facilities and other community venues

Individual Community Options - activities in the community on an individual basis, with time limited supports in the areas of Work Experience, Employment , Further Education , Recreation/Social Activity, Travel Training, Voluntary Placement

Home & Choice Service – support to assist a person to pursue activities of choice from home

Recreation– week night & weekend activities and holidays for groups of people or support to an individual in the community on week nights and weekends

Transport Service - transportation between a person’s home and their Alkira service site weekday morning and afternoon.

All staff have a responsibility for contributing to:

- the multi-disciplinary teamwork of the organization.
- ensuring supports are provided to clients in consultation with their families.
- a process of continuous quality improvement throughout the organization.
- the maintenance of organizational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality, organizational health and safety.

Role

This role of Program & Support Instructor is to:

- Co-ordinate and oversee the supports and welfare of an assigned number of people with a disability
- Plan, deliver and review individual and/or group programs/activities and supports in a variety of Alkira and community based environments.
- Establish and maintain positive relationships with internal and external stakeholders. The incumbent will demonstrate the values of Alkira in their dealings with the community and all stakeholders.

This position will be supported by a well-established staff team including our Chief Executive Officer; Manager – Training & Support Services; Program Managers and Services Support personnel.

The role will ensure that the operations of the services are consistent and relevant and provided in compliance with Alkira Policy and Procedure Guidelines, Organisational Values, the Quality Framework for Disability Services in Victoria, Disability Act 2006 and relevant Occupational Health and Safety requirements.

This job description may be amended by management subject to changing operational requirements.

Key Accountabilities

1. Co-ordination, Assistance and Support – Assigned Clients

Critical Tasks	Key Performance measures
1. Provide assistance and support to each client to complete the service plan process	<p>a. Each client has an up to date Service Plan which is review annual</p> <ul style="list-style-type: none"> • developed with the individual and the involvement of relevant people in their support network • monitored and completed by the target dates • reviewed and updated when completed on an ongoing basis <p>b. Progress and outcomes are reported in accordance with requirements and scheduled dates</p>
2. Co-ordinate, document supports and provide assistance to those client's who have additional communication, social,	<p>a. A personalised information package about each core client is maintained accurately over time, is an accessible and useful resource to those who support the person</p>

1. Co-ordination, Assistance and Support – Assigned Clients

Critical Tasks	Key Performance measures
emotional, physical and health needs.	<ul style="list-style-type: none"> a. Clients have effective communication aids that meet their needs b. Personal Assistance Strategies, Behaviour Management & Support Plans and Health Care Plans are developed, implemented, monitored, reviewed and updated in consultation with the person and relevant people in their support network b. Data collection and analysis is used to review and inform Personal Assistance Strategies, Behaviour Management & Support Plans, Health Care Plans and other treatment systems the person may have external to Alkira T & SS. c. Completed reports are submitted in accordance with requirements and scheduled dates
3. Provide daily support and assistance to core clients	<ul style="list-style-type: none"> a. Being familiar with each clients program/activities plans at the commencement of each day b. Clients are assisted to manage their program/ activity money with probity c. Individuals are assisted and supported to prepare for their daily schedule d. Clients are informed of adhoc changes that affect their normal schedule, assisted to make decisions about alternative program choices and this is communicated via the Daily Arrangements documentation e. An effective communication link exists via the core staff person for each core client and their internal and external support people f. New clients have a well supported and organized entry into and exit from the service with accurate and timely information provided to staff, volunteers and parents/carers
4. Empower clients to be respected, valued and contributing members of the community.	<ul style="list-style-type: none"> a. Client's talents, abilities, interests and strengths are fostered, promoted, and celebrated via bulletin, newsletter articles, events and other appropriate means b. Core group meetings are used to consult with client and provide them with information about matters relevant to them
5. Assist clients to resolve issues, problem solve, make informed choices and decisions that affect them throughout the day.	<ul style="list-style-type: none"> a. Clients are assisted to use their preferred method of communication and where necessary helped to be understood b. Level 1 complaints are handled responsively, effectively and resolved to the satisfaction of the person who raised the issue, concern or complaint. c. Unresolved Level 1, Level 2 and above complaints are referred to relevant person in accordance with procedure.
6. Develop and maintain effective partnerships, communication and information with core group clients, their personal networks, program/ activity staff and other relevant people.	<ul style="list-style-type: none"> a. Communication is evidenced in client's diaries, letters, phone calls, attendance at meetings. b. Positive and professional relationships with the clients support network are present c. Relevant correspondence notices are received by clients, their carers and other relevant parties d. Clients are assisted to understand relevant correspondence and Alkira information documents

1. Co-ordination, Assistance and Support – Assigned Clients

Critical Tasks	Key Performance measures
7. Maintain accurate client information and files in a manner that safeguards their privacy and dignity.	<ul style="list-style-type: none"> a. Alkira ATSS Client Personal Information and files are up to date for each person. b. Client's personal timetables are up to date, accessible and designed in a format that suits the client's needs c. Parents/carers receive timely and accurate updates of client's timetables.

2. Assistance and Support for all Clients

Critical Tasks	Key Performance measures
1. Assist clients to resolve issues, problem solve, make informed choices and decisions that affect them throughout the day.	<ul style="list-style-type: none"> a. Clients are assisted to use their preferred method of communication and where necessary helped to be understood b. Clients are informed of changes that affect via the photographic daily arrangements board and other communication methods that need their needs throughout the day c. Clients are included in the decision making process when changes are made that affect the normal schedule
2. Provide Client Support & Supervision outside scheduled program/activities times.	<ul style="list-style-type: none"> a. Client Support & Supervision responsibilities are attended to in a respectful and timely manner.
3. Provide supports and assistance to those client's who have additional communication, social, emotional, physical and health needs.	<ul style="list-style-type: none"> a. Being knowledgeable of client's medical conditions, health issues, allergies and behavioral support needs and using the correct procedure or documented plan to support the client. b. Program/activity culture, environment and strategies exist that prevents or minimizes the likelihood of unsafe behaviour occurring c. Physical support is provided using specific manual handling techniques outlined in client's manual handling profile. d. Communication and meal assistance is provided to clients when required. e. Alkira's medication (prescription and non prescription) procedure is understood and fully implemented and that an adequate supply of medication is maintained f. Personal care (toileting, showering, grooming, dressing) is carried out in a dignified, respectful and timely manner.

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3. Developing, planning, delivering and evaluating programs/activities for individuals and/or groups

Critical Tasks	Key Performance measures
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<p>1. Develop, plan, deliver and review programs/activities that promote learning, are rewarding, foster friendships and based on clients' needs, interests and wishes.</p>	<p>a. Program/activities plans, records, reports, client projects reflect opportunities provided for clients to grow, foster friendships, independence, interests or wishes within the group context</p> <p>b. Programs/activities delivery evidences clients being are actively engaged</p> <p>c. Clients are involved in planning and evaluating the program and activities</p> <p>d. Programs/activities are delivered and evaluated in accordance with the documented program/activity plan</p> <p>e. Program/ activity documentation is accurate and kept up to date</p>
<p>2. Request and assist volunteers to add value to the programs/activities and/or supports for clients</p>	<p>a. Volunteers are requested and have a well supported and organized introduction to the program and clients with timely information provided</p> <p>b. Programs/activities delivery and client feedback evidences volunteers contributing constructively</p> <p>c. Feedback is provided to the line manager and volunteer co-ordinator about the volunteers' performance</p>
<p>3. Promote suitable community based opportunities for clients and encourage clients to try activities they have may not have requested through their individualised plans or experienced before</p>	<p>a. Individual and group programs and activities reflect community inclusion and integration.</p> <p>b. Client are referred to Individual Community Options as an extension to group programs/activities</p> <p>c. Connections with people, business, community groups and other day service providers create opportunities for clients to broaden their networks</p>

<h2 style="text-align: center;">4. Organizational Health & Safety</h2>	
Critical Tasks	Key Performance measures
<p>1. Comply, promote and improve organizational health and safety.</p>	<p>a. All actions are in accordance with OH&S legislation, regulations, policies, procedures, safe work practices.</p> <p>b. Accident/ Incident/ Near Misses Register are completed in a timely manner.</p> <p>c. Safe Operating Procedures for programs/tasks are implemented in accordance with the documented plan.</p> <p>d. Attendance at O H & S mandatory training</p>

<h2 style="text-align: center;">5. Team work, communication and liaison</h2>	
Critical Tasks	Key Performance measures
<p>1. Contribute constructively to the success of projects, the team and the service</p>	<p>a. New and existing staff are constructively supported and assisted through the buddy system and sharing of information about clients, services and Alkira practice</p> <p>b. Relevant information is shared and distributed in a timely manner</p> <p>c. Issues and grievances are raised and resolved in constructive, solution based manner</p> <p>d. Program/activities, service and job tasks & timelines are met in an self reliant and proactive manner</p>

	e. Attendance and constructive contributions are made in service planning and staff meetings
2. Participate in training and development activities to maintain professional knowledge and skills.	a. Attendance at mandatory training b. Attendance and contributing to professional development, organizational planning and staff meetings. c. Punctuality and reliance to fulfill the duties of this position

6. Policies and procedures

Critical Tasks	Key Performance measures
1. Execute daily client support and program and activities in line with Alkira policies and the services procedures	a. Being familiar with and adhering to Alkira policies, procedures and working in line with the Alkira Future Directions b. Independent audit compliance standards are met in relation to the tasks and responsibilities of the job of Instructor
2. Execute job responsibility in line with the Quality Framework for Disability Services in Victoria	a. Being knowledgeable of and adhering of the Quality Framework b. Being knowledgeable and contributing to the success of organisation wide and service specific Quality Improvement Initiatives

PRE-EMPLOYMENT AND INHERENT REQUIREMENTS OF THE JOB

Be willing and able to work across 5 different sites located in Box Hill, Mont Albert, Forest Hill and Nunawading and various other community locations.

1. The successful applicant must:
 - Have a current Victorian Police Records Check in accordance with Department of Human Services (DHS) policy.
 - Provide evidence of professional qualifications and current registrations.
 - Evidence of Australian Working Visa (if relevant). Fully licensed and able to safely drive an automatic and manual vehicle registered to carry up to 12 passengers
 - Offers of employment are subject to a satisfactory Driving Assessment- Alkira will conduct a driving assessment prior to commencement
 - Satisfactory Vic Roads Drivers History Record of no more than 5 valid demerit points for minor traffic offences
 - Have well developed MS Word and Outlook skills to use in written communication.
2. The position requires the performance of tasks that are governed by legislation, established policies, procedures, specific guidelines and standard instructions.
3. Being fit and able to do the manual handling requirements of the job- gathering, putting out, packing up and putting away all equipment for residents and residential housekeeping duties.
4. Proficient in using Microsoft Word, Outlook and Excel for communication; reporting and administrative documentation.
5. Operating alone from time to time managing programs/activities and providing supports within an Alkira facility and in external community based environments.
6. Judgment and decision making - the ability to work independently without supervision, collaborate with others and contribute positively in a team environment is essential. All decisions must be made in accordance with position description and service operational procedures and then implemented and supported.
7. Being able to see, hear, observe and gather clients, thus accounting for clients at all times to meet duty of care requirements.
 8. Being able to fluently speak, write reports and follow written and verbal instructions in English
 9. Being able to account for all residents' and housekeeping funds following procedures.

KEY SELECTION CRITERIA

Selection will be based on the qualifications, experience, abilities, skills, knowledge and personal attributes that are required for achieving the key accountabilities and inherent requirements of the job listed.

QUALIFICATIONS AND EXPERIENCE

Essential:

1. VCE or equivalent
2. A current Level 2 and CPR First Aid Certificate

Desired:

1. Certificate IV (or higher) in Disability or Aged Care.
2. Qualifications and/or experience in education, training, community development or disability services.
3. Knowledge and use of respectful behaviour management principles (desired).

ABILITIES AND ATTRIBUTES REQUIRED FOR ACHIEVING KEY ACCOUNTABILITIES

Active Support Skills

1. Commitment to the rights and responsibilities of people with an intellectual disability with a demonstrated alignment with the organization's values
2. Ability to have empathy for clients and their carers/family issues and circumstances
3. Ability to educate and empower clients to make decisions about what they would like to participate in or achieve.
4. Ability to gather useful information from people using effective questioning and active listening techniques
5. Ability to deliver Alkira based and community based programs for individuals and groups.
6. Well developed observation skills for monitoring client's social, emotional and physical health.
7. Ability and knowledge to develop, implement and review respectful Behaviour Management Plans and Personal Assistance Strategies for and with clients in consultation with relevant people in the clients life

Interpersonal and Communication Skills

8. Emotional intelligence, resilience and physical capacity to work in physically and sometimes emotionally demanding environments.
9. Use of broad range of communication and negotiation skills when dealing with others.
10. Well developed solution based problem solving and conflict resolution skills.
11. Ability to be creative, flexible and motivated.
12. Displays an optimistic, positive attitude to work related issues.
13. Ability to prioritize work and manage time effectively to achieve individual/team requirements and results.
14. Embracing change and an ability to analyze benefits and problems in a constructive way that will benefit all parties.

Teamwork, Stakeholder Management and Self Development

15. Maintains positive relationships with clients, families, friends, and people associated with Alkira Services and the community.
16. Ability to be part of a team that actively promotes Alkira's commitment to personalized service options for clients wishing to be involved in the wider community.
17. Demonstrates the ability to work both as part of a co-operative team and with minimal supervision.
18. Commitment and capacity to developing self and others.
19. Is motivated to ongoing service improvement and quality standards.

Administrative Skills

20. Ability to maintain effective communication and information systems with well developed verbal, written and computer skills.