



POSITION DESCRIPTION

Alkira's 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.

TITLE:	Program and Support Instructor
SERVICE AREA:	Community Support - Day Services, Community Support – Recreation
REPORTS TO:	Service Manager
AWARD AND GRADE:	Victorian Disability Services (NGO) Agreement 2019 (A Multi Employee Agreement (MEA
REVIEWED BY:	Manager – Community Supports
DATE LAST REVIEWED:	July 2021

Alkira is a community sector organisation 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 recognising, 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 organisation.

All employees have a responsibility for contributing to:

- The multi-disciplinary teamwork of the organisation;
- Ensuring supports are provided to participants in consultation with their families;
- A process of continuous quality improvement throughout the organisation;
- The maintenance of organisational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality and occupational health and safety.

POSTION PURPOSE

This primary focus on of this position is to Co-ordinate and oversee the supports and welfare of an assigned number of people with a disability.

The role includes:

- 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.
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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.

Key Accountabilities	Key Performance Indicators
<p>1. Assistance and Support for all Participants</p>	<ul style="list-style-type: none"> • To provide constant supervision of participants, ensure a high quality of care in attending to their personal support needs, behaviour support and safety needs. • Personal care (toileting, showering, grooming and dressing) is carried out in a dignified, respectful and timely manner. • Physical support is provided using specific manual handling techniques outlined in participant's manual handling profile. • Alkira's medication (prescription and non-prescription) procedure is understood and fully implemented. • Communication and meal assistance is provided to participants when required. • Assist participants to resolve issues, problem solve, make informed choices and decisions that affect them throughout the day. • Provide participant support & supervision outside scheduled program/activities times. Participant support & supervision responsibilities are attended to in a respectful and timely manner. • Participants are assisted to use their preferred method of communication and where necessary helped to be understood. • Empower participants to be respected, valued and contributing members of the community. • Participant's talents, abilities, interests and strengths are fostered, promoted and celebrated via bulletins, newsletter articles, events and other appropriate means. • Participants are included in the decision making process when changes are made that directly affect them. • Provide supports and assistance to those participants who have additional communication, social, emotional, physical and health needs. Being knowledgeable of participant's medical conditions, health issues, allergies and behavioural support needs and using the correct procedure or documented plan to support the participant.
<p>2. Core Group</p>	<ul style="list-style-type: none"> • Be responsible as a key worker for a core group of participants. • Assist participants to prepare for their daily schedule at the commencement of each day. • Assist participants to manage their program/activity money, ensure relevant documentation is completed. • Record and maintain attendance records. • Participants 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. • Document any program changes. • Develop and maintain professional and positive partnerships, communication and information with core group participants, their personal networks, program/activity staff and other relevant people. • Responsible for communication relating to core group participants which may be in the form of diaries, letters, emails, phone calls, attendance at meetings etc. • At end of day, assist core group participants to reflect on their day, prepare participants for home time, ensure their money is accounted for and any necessary communication with participant's family/carers is completed. • Ensure core group meetings are used to consult with participants to provide them with information about matters relevant to them. To assist participants to understand relevant correspondence and Alkira information documents.

	<ul style="list-style-type: none"> • Responsible for relevant correspondence notices that are to be provided to participants, their carers and other relevant parties. • Participants are assisted to use their preferred method of communication and where necessary helped to be understood. • Facilitate understanding changes to daily arrangements through the use of photo board and core group discussion. • Assist participants to resolve issues, make complaints, problem solve, make informed choices and decisions that affect them throughout the day. • Provide assistance and support to each participant to complete the individualized planning process. • Ensure each participant has an up- to- date Service Plan completed annually, which is updated through quarterly progress and outcome reports, monitored and completed by the target dates. • <i>ATSS relevant Action Agreement(s) are developed with the individual and the involvement of relevant people in their support network. (are these Service Plan goals?)</i> • New participants 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.
<p>3. Participants Documentation and Administration</p>	<p>Responsible for ensuring the following documentation is followed at all times:-</p> <ul style="list-style-type: none"> • Personal Assistance strategies • Behaviour Support plans • Meal Assistance plans • relevant Health Support plans • Communication plans • Weekly timetable • Personal profile • Independent travel arrangements form • Any other relevant documentation. <ul style="list-style-type: none"> • Ensure participant’s personal timetables are up to date, accessible and designed in a format that suits the participant’s needs. • Parents/carers receive timely and accurate updates of participant’s timetables. • Maintain accurate participant information and files in a manner that safeguards their privacy and dignity. Ensure participant individual personal information and files are up to date. • Participant Incident reports are reported, written in a timely, accurate and professional manner • Case notes on participants progress and activities are documented and maintained on Carelink. • Ensure that all required communication, timetables, individual profiles, independent travel arrangements documents and associated paperwork is written and/or collated, updated and distributed regularly and/or on a needs basis. • Personal Assistance Strategies, Behaviour Management & Support Plans and Health Support Plans are developed, implemented, monitored, reviewed and updated in consultation with the person and relevant people in their support network.

	<ul style="list-style-type: none"> • 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. • Co-ordinate, document supports and provide assistance to those participants who have additional communication, social, emotional, physical and health needs. A personalized information package about each core participant is maintained accurately over time, is an accessible and useful resource to those who support the person. • Complete any other paperwork as required.
<p>4. Participant support during Program/Activities</p>	<ul style="list-style-type: none"> • Program/activity culture, environment and strategies exist that prevents or minimizes the likelihood of unsafe behaviour occurring. • Provide support and assistance to participants in program/activities. • Use active support strategies to promote learning and independence. • Program/ activity recording and goal achievement is documented accurately and kept up to date. • Develop and evaluate programs/activities for individuals and/or groups. • Develop, plan, deliver and review programs/activities that promote learning, are rewarding, foster friendships and based on participant’s needs, interests and wishes. • Program/activities plans, records, reports, participant projects reflect opportunities provided for participant s to grow, foster friendships, independence, interests or wishes within the group context. • Participants are involved in planning and evaluating the program and activities. • Programs/activities are delivered and evaluated in accordance with the documented program/activity plan. • To consider and minimise any potential risks in activities/programs to participants. • Request and assist volunteers to add value to the programs/activities and/or supports for participants. • Ensure volunteers are requested and have a well-supported and organized introduction to the program and participants with timely information provided. • Programs/activities delivery and participant feedback evidences volunteers contributing constructively. • Feedback is provided to the line manager and volunteer coordinator about the volunteers’ performance. • Promote suitable community based opportunities for participant s and encourage participant s to try activities they have may not have requested through their individualized plans or experienced before. Individual and group programs and activities reflect community inclusion and integration. • Participants are referred to <i>Individual Community Options/ Place & Train</i> as an extension to group programs/activities. • Connections with people, business, community groups and other day service providers create opportunities for participants to broaden their networks.
<p>5. Comply with Occupational Health & Safety Requirements</p>	<ul style="list-style-type: none"> • Comply with the requirements of the Victorian Occupational Health and Safety (OH&S) Act 2004 and related OH&S policies and procedures developed by Alkira. • Ensure all safety hazards, near misses, incidents and injuries are identified, recorded and reported.

	<ul style="list-style-type: none"> • Ensure any OH&S issues and matters are proactively managed by an appropriate first response and are followed-through to satisfactory resolution. • Ensure new referral and intake processes include an OH&S assessment prior to services being implemented and that strategies are in place for supporting safe work practices and environments. • Safe Operating Procedures for programs/tasks are implemented in accordance with the documented plan. • Attend OH& S mandatory training.
6. Teamwork, Communication and Liaison	<ul style="list-style-type: none"> • Contribute constructively to the success of projects, the team and the service. New and existing staff are constructively supported and assisted through the buddy system and sharing of information about participants, services and Alkira practice. • Relevant information is shared and distributed in a timely manner. • Issues and grievances are raised and resolved in constructive, solution-based manner. • Program/activities, service and job tasks & timelines are met in a self reliant and proactive manner. • Attendance and constructive contributions are made in service planning and staff meetings. • Participate in training and development activities to maintain professional knowledge and skills. • Attendance at mandatory training. • Attendance and contributing to professional development, organizational planning and staff meetings. • Punctuality and reliability to fulfil the duties of this position.
7. Policies and Procedures	<ul style="list-style-type: none"> • Execute daily participant support and program and activities in line with Alkira policies and the services procedures. • Being familiar with and adhering to Alkira policies and procedures. • Independent audit compliance standards are met in relation to the tasks and responsibilities of the job of Disability Support Worker. • Execute job responsibility in line with the Quality Framework for Disability Services in Victoria. Being knowledgeable of and adhering to the Quality Framework. • Being knowledgeable and contributing to the success of organisation wide and service specific Quality Improvement Initiatives.
8. Other	Any other duties as requested by the Line Manager.

KEY SELECTION CRITERIA

Essential:

1. VCE or equivalent

Desirable:

2. Certificate IV (or higher) in Disability or Aged Care. (Dependent upon role)
3. A working knowledge of State and Federal disability, aged care, health and community service legislation and policy frameworks.
4. Highly developed interpersonal skills, with the ability to engage and negotiate with a wide range of stakeholders and to relate to people in a positive, respectful and supportive manner.
5. Knowledge of individualized, community based human services and an excellent understanding of key disability philosophies including person-centred approaches and inclusive community development.

6. Accountability and Integrity, including high personal standards and a proven ability to accept responsibility for own actions and for those that they manage and are responsible for.
7. Computer literacy, including experience in the use of MS Office, the internet, and other computer software packages.
8. A broad knowledge of the disability industry and the NDIS (National Disability Insurance Scheme).

INHERENT REQUIREMENTS OF THE JOB

Be able to perform the Inherent Requirements of the job which are:

1. Emotional maturity and intelligence, resilience and physical capacity to work in physically and sometimes emotionally demanding environments.
2. Being able to see, hear, observe and gather participants, thus accounting for participants at all times to meet duty of care requirements.
3. Being responsible for gathering, putting out, packing up and putting away all equipment in line with

PRE-EMPLOYMENT AND INHERENT REQUIREMENTS OF THE JOB

Be willing and able to work across any Alkira Community Supports Service sites

The successful applicant must:

4. Be willing for the Employer to undertake the following checks and Employment is subject to a satisfactory result; NDIS Worker Screening Check and Working with Children Check; Police check (where relevant)
5. Provide an International Police check if necessary;
6. Provide evidence of professional qualifications and current registrations;
7. Evidence of Australian Working Visa (if relevant);
8. Current Victorian Drivers Licence with valid Driver History Report (no more than 5 valid demerit points)
9. Be able to safely drive an automatic vehicle register to carry up to 12 passengers
10. Current First Aid and CPR Training.
11. The position requires the performance of tasks that are governed by legislation, established policies, procedures, specific guidelines and standard instructions.
12. 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.
13. Proficient in using Microsoft Word, Outlook and Excel for communication; reporting and administrative documentation.
14. Operating alone from time to time managing programs/activities and providing supports within an Alkira facility and in external community-based environments.
15. 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.
16. Exercise your Duty of Care requirements at all times
17. Have clear & effective verbal & written communications skills

WH&S

18. Comply with all Alkira OH&S policies.
19. Closed in footwear must be worn at all times while in the workplace

TRAINING

20. It is an inherent requirement of your role to attend training identified as mandatory by Alkira. You are required to stay until the completion of the training. If you leave prior to the completion, you need to note it on the attendance sheet and advise your manager and the Manager People, Culture & Learning, as to why you had to leave early. You may be required to attend another training session.

ALKIRA IS AN EQUAL OPPORTUNITY EMPLOYER