

Position Description – Life Skills Officer

Position Title:	Life Skills Officer
Work Location:	Various Locations
Employment Conditions:	Casual
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
Position Reports To:	Client Service Engagement Coordinator

About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their careers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launch our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community.

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About the role: Life Skills Officer

The Life Skills Officer is responsible for the provision of personal/ family centred care and support and may work independently with a participant or alongside our team of support workers at a central location or occasionally in the participants home. In partnership with participants and other health professionals, Life Skills Officers develop and implement programs and services aimed at achieving an individual's goals and aspirations and enrich participation in their home and community.

The purpose of this role is to provide a superior and efficient service to meet the individual needs of participants in all aspects of service delivery. They are responsible for providing support, skills development, promoting choice and independence, and integration of the participant into their home and community.

KEY RESPONSIBILITIES

Life Skill Officers mostly assist participants with the following tasks, and tasks need to be carried out by the Support Worker with guidance from the participant based on their preferences.

Life Skill officer tasks can include:

Participant centred care

- Provide a positive and supportive environment for participants to reach their full potential and attain their goals
- Assist, contribute to and implement an individual plan, tailored to and with the participant
- Provide evidence-based input into progress reports towards goals in these individual plans in consultation with our participants
- With the participant's permission, liaise with relevant agencies and networks
- Establish and develop links with appropriate community resources to maximise the physical and social integration of the participant in the community
- Ability to deliver services, utilizing principles of person-centered outcomes

Domestic assistance

- Assist participants to complete domestic tasks (if required)

Assist participants in meal preparation and cooking of meals

- Preparing food in a safe and hygienic manner
- Cooking food for same day or future consumption and storing safely
- Feeding and encouragement of eating

Medication assistance

- Assistance with medication following the participants medication management plan (where suitably skilled and qualified)
- Application of topical creams, eye drops and ear drops

Personal Care/Respite Care may include:

- Showering, personal grooming, washing of hair, shaving. This may include applying body lotions and creams
- Oral hygiene including assistance with denture cleaning
- Toileting programs to assist with continence management, assistance with clothing and aids, such as urinal bottles and changing incontinence pads

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Shopping, social support and transport may include

- Transporting to appointments and local shops for food and other errands
- Joining the participant at a café or eating out at a restaurant
- Joining the participant on an outing based on the participants interests e.g.: a movie, visiting the beach, bowling etc.

Sleepover support may include

- Active or non – active support and care during the evening
- Assistance normally required by the participants
- Travel
- In participants home or specified accommodation, unless otherwise agreed

Participant contact including;

- Demonstrate an appropriate level of verbal and written communication skills, to assist participants and provide a high level of quality service to participant,
- Coordinate thorough, timely and accurate management of participant data and log book management
- Administer all professional correspondence in a time-efficient and organised manner, in the committed timelines
- Occasional handling of money (up to \$100) consistent with participant program specifications, including the retention of accurate and thorough records to ensure transparent and appropriate management of approved finances
- Make decisions regarding the urgency and nature of individual participant needs with regard to their rights and opportunities per the NDIS Code of Conduct

General Administration including;

- Collate accurate, thorough participant file notes, clear records (such as incident reports) and details as they relate to our participants, processes and activities including completion of log books on site or online
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and participants rights

Policies, Procedures and Systems;

- Adhere to, and comply with Headway Gippsland organisational policies, processes and procedures, using appropriate systems where required – including Child Safety, and CALD and cultural safety, abuse and reporting obligations and associated responsibilities under the Disability Services Framework.
- Model the organisation's values, play a role in raising the profile of these values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within our service.

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Continuous Improvement including;

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals,
 - Commitment to attendance and participation in Headway Gippsland training opportunities and team development
 - Skills training in areas of education, health, communication, mobility, personal development, leisure activities, employment and daily living skills
 - Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
- Those with suitable experience and qualifications may also be required to;
- Train and onboard new staff in disability support services, policies and procedures

Other

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan

REPORTING

Line Manager:	Client Services Engagement Coordinator
Manages:	N/A
Key Stakeholders:	External parties and the general public, Volunteers, Participants, Family Members, Administration, Management and other staff. Role will also interface with centre suppliers, external referred agencies or supports as appropriate.
Note:	Reporting arrangements may change from time to time depending on business requirements.

KEY PERFORMANCE INDICATORS (KPI'S)

- Satisfactory completion of the relevant Disability Support Certification/Qualification (such as the Certificate IV Community Services - Disability), or the ability to demonstrate enrolment, commitment to undertake and satisfactory progress toward completion.
- Provision of high standard, NDIS/NDIA compliant services including personal care and disability support to Headway Gippsland participants and stakeholders.
- Excellent management of time and resources, including the thorough and accurate keeping of records relating to log books and services provided, timesheets, expenses and incidents
- Maintain a high level of discretion and confidentiality, professionalism and service standards (internally and externally).
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support participant services.

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- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes.
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions for the benefit of our participants, while preserving participants rights and autonomy.
- Compliance with Headway Gippsland policies and procedures relating to your employment, including occupational health and safety expectations as a condition of your engagement.

KEY SELECTION CRITERIA (KSC)

1. Satisfactory completion of the relevant Disability Support Certification/Qualification, or the ability to demonstrate enrolment, commitment to undertake and satisfactory progress toward completion.
2. Existing knowledge of acquired brain injury/disability or previous experience in disability or health industry, or personal care related services highly desirable.
3. Excellent customer relations skills, with the ability to preserve the autonomy, rights and dignity of our participants in a timely, safe and professional manner.
4. High standard and effective verbal and written communication skills, with the proven ability to complete administration associated with NDIS care provision to our participants and the transparent keeping of records
5. Demonstrate a high level of skill in dealing with participants with complex needs and behaviours in a supportive, empathetic and effective manner.
6. Ability to contribute to planning, development, implementation, monitoring and modification of individual participant plans according to the participants needs and choice. Knowledge of NDIS required.
7. If you are using your private motor vehicle while delivering supports or services it is a requirement that you ensure the vehicle is always maintained in a roadworthy condition, kept clean and tidy and free from rubbish.

Compliance requirements for Employment Eligibility

Your employment is conditional on the provision of the following mandatory compliance items:

1. A “Clear” NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Drivers License
4. Comprehensive Car Insurance
5. Level 2 First Aid (At own expense)
6. CPR Training (At own expense)

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks
- Applicants must have current smartphone with data & internet capability

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Approved

Name	Debbie Lee
Position	Operations Manager
Signature	<div style="text-align: center;"> X <hr style="width: 50%; margin: 0 auto;"/> </div>
Date	

Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	