

POSITION TITLE	Community Services Coach
CLASSIFICATION (as per Enterprise Agreement)	Level 2 Orana Australia Limited Enterprise Agreement 2018
FUNCTIONAL AREA	Port Augusta Day Options

1. POSITION PURPOSE

The Community Services Coach is to provide a positive and supportive environment for people with a disability that facilitates growth and development and which reflects an individual's diversity. The Community Services Coach is to provide opportunities that enables an individual to reach their own potential as a valued member of their community.

The Community Services Coach will actively work to the vision, mission and values of Orana, and act as a role model for other team members which reflects the principles, policies and procedures of Orana.

2. POSITION RESPONSIBILITIES

With supervision from the Community Services Coordinator, ensure that work practices are consistent with:

- The philosophy, policies and procedures of Orana, which holds people with disability as valued members of their community
- The National Disability Insurance Scheme Code of Practice
- The legal and ethical requirements of service delivery including Duty of Care

2.1 Ensure client health needs are met by:

- Reporting any health needs or concerns immediately to the Community Services Coordinator
- Adhering to Client Health Care Plans as appropriate
- Ensuring accurate recording of the administration of prescribed medications and other health related documentation
- Administering prescribed medications in accordance with Orana's policies regarding handling and administration of medication
- Maintaining the environment in a manner that promotes optimum health conditions
- Completing all required documentation, including online recording of information, in a timely manner (within specified timeframes)

2.2 Implement strategies designed to meet client identified goals, which may include:

- Providing support consistent with the client's Support Plan
- Applying the principles of person-centeredness
- Using active support principles to mentor clients in daily living skills
- Fostering client decision-making to enable personal independence
- Teaching and supporting clients with self-help skills i.e. personal care
- Teaching, supporting and role-modelling of appropriate social skills
- Supporting clients in a range of recreational and social activities
- Facilitating the access of clients to community groups or activities of their interest

- Communicating and documenting matters relating to individual clients
- Participating in the assessment, planning and evaluation of client needs and programs
- Supporting with specific interventions such as cooking, shopping and personal care
- Following positive behaviour support strategies and plans, and document actions and outcomes
- Providing support in establishing community and social networks for the individual
- Maintaining a positive commitment to clients by assisting them to achieve their personal goals

2.3 Liaise with the client's family by:

- Following up questions or queries from family members/stakeholders with the Community Services Coordinator promptly and in a professional manner
- Obtaining advice and instruction from the client or management before sharing any information with the individual's family or other stakeholders

2.4 Support client(s) by assisting with daily duties which may include:

- Preparing meals and meal assistance
- Providing personal care support
- General cleaning, interior and exterior, and laundry
- Reporting maintenance / repair requirements to Community Services Coordinator

2.5 Financial Records:

- Follow Orana's procedures regarding tracking and safeguarding client's spending money
- Ensure that individual monies are kept in a safe and secure manner
- Accurate recording of individual balance and expenditure
- Report any discrepancies and record as soon as practicable
- Maintain safety and security of client monies and assist client to spend their money in a manner consistent with individual budget protocol and duty of care
- Any irregularities in the use of client monies is to be reported to the Community Services Coordinator

2.6 Contribute to enhancing Orana's systems and procedures by:

- Documenting client case notes, and other information in accordance with Orana policies and procedures
- Ensuring client confidentiality through appropriate communication and record keeping requirements
- Participating positively in staff performance processes
- Participating positively in staff meetings, planning sessions and training programs
- Identifying areas for further development and training

2.7 Contribute to the organisational development of Orana by:

- Delivering quality services that are consistent with the Disabilities Services Act and the principles, standards and service philosophy of Orana
- Participating in organisational and personal development including participation in training
- Providing ongoing evaluation and feedback on the quality service delivery which contributes to the continuous improvement process
- Contributing to the development of organisational culture that is supportive of change to better meet the goals of clients and the organisation
- Carrying out duties and operations ethically, fairly and within statutory, legal and contractual requirements
- Ensuring that all policies, procedures and delegations are fully understood, implemented and complies with Orana's guidelines as amended from time to time

3. REQUIREMENTS OF THE JOB

3.1 Qualifications, Skills and Experience

- Certificate III in Disability or equivalent or must be willing to undertake within 6 months

3.2 Core Competencies

- High level of interpersonal skills and ability to communicate effectively with others
- Positive attitude to people with a disability
- Ability to communicate with persons who have a disability and their families
- Demonstrate empathy and understanding of persons with a disability and their families
- Ability to perform tasks of personal care and practical support including manual handling
- Ability to promote community awareness and positive image of people with disabilities
- Commitment to the welfare, rights and personal development of people with a disability
- Ability to work in a team environment
- Ability to maintain high personal standards in respect of appearance, presentation and behaviour
- Ability to use initiative
- Self-motivated and self-directed learning
- Flexibility
- Creative approach to problem solving
- Computer literacy at basic level
- Ability to record accurate information (such as case notes)

3.3 Special Conditions/Requirements

- Occasional work out of hours may be required
- Orana Incorporated may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level
- Current Driver's License permitting driving in Australia and willingness if needed to use own vehicle for Orana business with comprehensive car insurance
- Senior First Aid certificate
- DCSI Clearance Certificate

4. REPORTING RELATIONSHIPS

The Community Services Coach is responsible to the Community Services Coordinator

5. AUTHORITY AND ACCOUNTABILITY

Authority to work within the scope of the job description within a team environment

6. WORKPLACE HEALTH, SAFETY AND WELFARE

The incumbent must take reasonable care to protect their own health and safety, and the health and safety of others who may be affected by your actions or omissions at work.

In particular, the incumbent must:

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions given on health and safety.
- Ensure they are not affected by alcohol or another drug so as to endanger themselves or others.
- Report accidents injuries, property damage and health and safety incidents.
- Participate in activities associated with the management of workplace health and safety.

7. PERFORMANCE STANDARDS

The performance of the incumbent will be measured annually by:

- 95% client satisfaction
- Nil errors in medication administration
- Nil discrepancies with client's finances
- Compliance with Orana policies and procedures, as amended from time to time
- Willingness and ability to apply person-centeredness in service 100% of the time
- Willingness and ability to apply active support techniques in service 100% of the time
- 90% Staff meetings attended for year
- Ability to carry out duties of the Community Services Coach
- Effective and efficient records management
- The degree of professionalism, flexibility displayed in all aspects of service delivery
- Effective teamwork and contribution to the achievement of team goals
- Reliability, quality, efficiency and courteousness of services delivered

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary. Position Descriptions and staff performance will be reviewed regularly.

In signing this document I confirm that I have read, understood and acknowledge the Position Description and Person Specification for this position and agree to operate within its bounds.

PRESENT INCUMBENT :
PRESENT INCUMBENT SIGNATURE :
DATE OF APPOINTMENT :
VERSION NO : 3
DATE ISSUED : February 2020
EXECUTIVE MANAGER APPROVAL : Julie Naylor
CEO APPROVAL : Nicholas Mihalaras