

POSITION TITLE	Client Coach
CLASSIFICATION (as per Enterprise Agreement)	Level 2 – Level 3 Orana Australia Enterprise Agreement 2018
FUNCTIONAL AREA	Accommodation

1. POSITION PURPOSE

The Client 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.

To provide opportunities that enables an individual to reach their own potential as a valued member of their community.

The Client 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, as amended from time to time.

2. POSITION RESPONSIBILITIES

With supervision from the Service Coach and General Manager Independent Living 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 Standards
- The legal and ethical requirements of service delivery including Duty of Care

2.1 Ensure client health needs are met by:

- Liaising with health care staff e.g. RDNS, GP's, specialists, as appropriate in conjunction with the Service Coach
- Maintaining contacts with and utilising community based health care facilities
- Monitoring and implementing 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
- Ensuring the implementation of Orana's Health Care Policies
- Maintaining the domestic environment in a manner that promotes optimum health conditions
- Attending and participating in regular team meetings and training events
- Complete all required documentation, including online recording of information, in a timely manner

- 2.2 Implement strategies designed to meet client identified goals, which may include:
- 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 household chores, budgeting and banking, shopping, attending appointments and recreational and social activities
 - Facilitating the access of clients to community services
 - Communicating and documenting issues relating to individual clients
 - Participating in the assessment, planning and evaluation of client needs and programs
 - Participating in planning meetings and house meetings
 - Supporting with specific interventions such as public transport training, cooking, shopping and personal care
 - Implementing behaviour support strategies and plans, and teaching of behaviour self-control options
 - Providing support in establishing community and social networks for the individual
 - Providing support and encouraging the clients in developing a home which reflects their individuality
 - Maintaining a positive commitment to clients by assisting them to achieve their personal goals as identified in their annual planning process and associated documentation
- 2.3 Liaise with the client's family by:
- Following up questions or queries from family members/stakeholders 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 household duties which may include:
- Preparing meals
 - General house cleaning, interior and exterior
 - Laundry, mending and ironing
 - Maintaining adequate household supplies, replacing as required
 - Supporting clients to maintain health, safety and welfare of pets
 - Assisting with garden maintenance
 - Assist in reporting maintenance / repair requirements to Service Coach or the landlord
 - With other team members, devise a roster to ensure the regular cleaning, maintenance and attendance to more complex cleaning tasks such as:
 - Ovens, refrigerators/freezers
 - Heating and air-conditioning systems
 - Exhaust fans
- 2.5 Financial Records
- Where financial/budget protocols are in place:
- Accurate recording of household income and expenditure which complies with each individual household budget protocol and Orana policy and procedure
 - Ensure that household monies are kept in a safe and secure manner and balance financial records weekly
 - Report any discrepancies in 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 Service Coach

- 2.6 Contribute to enhancing Orana's systems and procedures by:
- Documenting client contact, information and financial records in accordance with Orana policies and procedures, as amended
 - 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
- 2.8 Flexibility - you will be required to work with different clients and in different locations as required by Orana Australia Limited. You will be required to work sleep overs and weekends.

Depending on the requirements of each service, the following flexibility will be required:

- You will be required to work at different locations and with different clients as specified by management within reasonable travel distance.
- You will be required to work at least one (1) sleepover (passive or active) per fortnight.
- You will be required to work at least one (1) weekend shift per fortnight.
- You will be required to work a mix of morning, day, afternoon and evening shifts.
- You will have a minimum engagement period of two (2) hours.

3. REQUIREMENTS OF THE JOB

3.1 Qualifications, Skills and Experience

Certificate III in Individual Support (Disability) or equivalent or must commence studying for this qualification prior to the completion of the six month probation period.

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 and case notes

3.3 **Special Conditions/Requirements**

- Occasional work out of hours may be required
- Orana 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 Licence permitting driving in Australia and willingness if needed to use own vehicle for Orana business
- Senior First Aid certificate
- DHS Clearance Certificate

4. **REPORTING RELATIONSHIPS**

- The Client Coach is responsible to the Service Coach

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
- Number of discrepancies with client's finances
- Number of people supported during the course of the year to establish community contacts and networks
- Compliance with Orana policies and procedures, as amended from time to time
- Willingness and ability to apply person centredness in service
- Willingness and ability to apply active support techniques in service
- Staff meetings attended for year
- Achievement of goals as identified in the incumbent's PARP (Performance Agreement Review Plan)

- Ability to carry out duties of the Client 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.

NAME & SIGNATURE :
DATE OF APPOINTMENT :
VERSION NO :
DATE ISSUED : February 2019
EXEC MANAGER APPROVAL : Julie Naylor
CEO APPROVAL :