

CLIENT COACH POSITION DESCRIPTION

CLASSIFICATION (as per Enterprise Agreement)	Level 2 Orana Australia Limited Enterprise Agreement 2018
SERVICE AREA	Independent Living

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.

2. POSITION RESPONSIBILITIES

Person-centred Knowledge and Application

- Practice a person centred approach using Active Support principles to mentor clients in their daily life, enabling clients to live the life of their choosing
- Promote client choice and control and liaise with families/advocates, as directed by the Service Manager

Personal Care, Skill Development and Support

- Work with and encourage the client to maintain their personal hygiene, maintain a clean and safe home environment and build their independent living skills in all areas, including meal preparation, cleaning their home and shopping
- Support clients with their financial needs and document/record all transactions and ensure that all household monies are kept safe and secure, as per Orana policies and procedures
- Deliver professional services that are consistent with the Disability Standards, NDIS Code of Conduct and Orana's service philosophy, adhering to policies, procedures and values
- Work with clients, Service Manager and Registered Nurse to reduce/eliminate Restrictive Practices
- Assist clients to work towards their goals

Participation and Inclusion

- Enable clients to access the community and participate in programs and activities of their choosing

Reporting, Documentation and Administration

- Ensure all client health needs are managed effectively i.e. medications are administered correctly, health care plans are up to date, medical appointments are attended regularly and all are documented in Orana's electronic database (ATEESA)
- Document daily case notes in Orana's electronic database (ATEESA) and inform the Service Manager of any changes/concerns with a client's health and well being
- Report all incidents as soon as practicable to the Service Manager

3. REQUIREMENTS OF THE POSITION

3.1 Qualifications, Skills and Experience

- Minimum of Certificate III in Individual Support (Disability)

- Provide First Aid Training to be renewed every three years
- Medication Administration Certificate to be renewed every twelve months

3.2 **Employment Screenings**

- DHS Disability Services Employment Check to be renewed every three years, and/or
- DHS Working with Children Check to be renewed every five years

3.3 **Special Conditions and 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 to use own insured vehicle for Orana business and transportation of clients
- Conflict of Interest form must be provided to Human Services department for staff who work with another employer

4. **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:

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

5. **REPORTING RELATIONSHIPS**

Reports to the Service Manager and supports team members.

6. **AUTHORITY AND ACCOUNTABILITY**

Authority to work within the scope of the position description within a team environment.

7. **PERFORMANCE STANDARDS**

The performance of the incumbent will be measured annually by:

- Mandatory attendance at yearly medication training sessions
- Attendance of at least 5 team meetings within a 12 month period
- Completion of shift handovers at every shift attended
- Nil breaches of Orana policies and procedures
- Minimal errors in medication administration
- Attendance at specific training relating to the role, i.e. dementia, diabetes, behaviour support
- Positive feedback from clients and families
- Annual completion of Recognition and Review form and achievement of goals as determined with the Service Manager
- Current driver's licence and car insurance and evidence of this provided annually when completing Recognition and Review form with the Service Manager

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 for this position and agree to operate within its bounds.

PRESENT INCUMBENT :
PRESENT INCUMBENT SIGNATURE :
DATE OF APPOINTMENT :
VERSION NO : 2
DATE ISSUED : July 2020
EXECUTIVE MANAGER APPROVAL : **Suzanne Wilson**

Purpose

Orana provides people with disability the opportunity to live and work within their local community, fulfil their dreams and become valued and productive community members.

Vision

Contributing to a socially inclusive community.

Mission

Creating responsive and sustainable partnerships that empower our clients within the community.