

COMMUNITY SERVICES COACH POSITION DESCRIPTION

CLASSIFICATION	Level 2
(as per Enterprise Agreement)	Orana Australia Limited Enterprise Agreement 2018
SERVICE AREA	Port Augusta Community Options

1. POSITION PURPOSE

The Community Services Coach is located within Orana's Community Options program in Port Augusta. The key focus is to improve the daily living skills and social skills of participants. This is conducted through a variety of recreational and learning experiences within our centre as well as in the community.

The Community Options program provides skill development, recreation, and leisure support to people with disability both in the community and in the centre. The Community Services Coach maintains a positive and supportive environment for people with disability that facilitates growth and development, reflecting individuals' diversity and interests. The Community Services Coach provides opportunities that enable individuals to reach their own potential as a valued member of their community.

2. POSITION RESPONSIBILITIES

Person-Centred Active Support

- Has a working knowledge of the process through which a person with disability identifies their goals and aspirations and how person-centred plans are developed.
- Understands the person-centred approach.
- Assists with practical implementation of plans and service offerings/supports to meet a person's goals.
- Uses person-centred active support at all times in order to ensure skill development and choice for people with disability
- Works with all clients in the service (including 1:1 and small groups) as directed by the Community Services Coordinator.

Personal Care, Skill Development and Support

- Understands and follows individual support plans to address a person's goals and health and wellbeing.
- Provides standard personal care, living skills, transport, social and other support.
- Engages with the person to support achieving goals and encourages further independence.
- Uses appropriate tools and technology to support the person's skill development (ie. Communication devices and mechanical equipment)
- Administers medications as required, and records in an accurate and timely manner
- Provide personal care as required, ensuring the dignity and safety of the client
- Assist clients with feeding as required, in accordance with oral eating and swallowing plan (if relevant) and support plan
- Uses appropriate and safe manual handling skills at all times as per procedures
- Gathers information through awareness and observation
- Supports necessary referrals.

Participation and Inclusion

- Supports people with disability in the areas of life learning, recreation, participation and inclusion
- Encourages clients to participate in activities, and provide positive and appropriate support to them to do so as independently as possible
- Ensures locations are accessible and safe for all clients
- Assists with the mobility of clients in the community (this may include manoeuvring someone's wheelchair or guiding a walker past an obstacle)
- Drives the Orana van as required
- Advocates for clients as required.

Community Engagement and Education

- General knowledge of functions of community networks and links with other community services providing direct services
- Presents people with disability positively and educates community members
- Facilitates opportunities for involvement in the community.

Reporting, Documentation and Administration

- Adheres to reporting, documentation and administrative requirements about changes in a person's achievements, self-care and/or behaviour.
- Completes daily shift handovers for clients, as well as any other relevant documentation (such as fluid charts, ABC, case notes etc.) prior to the end of shift
- Reports accidents, incidents and near-misses to Community Services Coordinator immediately either by telephone or in person and completes documentation within 24 hours
- Attends morning toolbox meetings when rostered, 1:1 meetings with Community Services Coordinator, and staff meetings
- Suggests changes to improve documentation, reports and administration within the context of the role.

3. REQUIREMENTS OF THE POSITION

3.1 Qualifications, Skills and Experience

- Certificate III in Individual Support (Disability)
- Provide First Aid Training to be renewed every three years
- CPR Training to be renewed every twelve months
- Medication Administration Certificate to be renewed every twelve months
- Manual Handling to be renewed every 2 years
- Dysphasia Training
- Experience working with people with disability in a community or day setting

3.2 Employment Screenings and Professional Memberships

- NDIS Worker Screening 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 if needed to use own vehicle for Orana business

4. REPORTING RELATIONSHIPS

Reports to the Community Services Coordinator and supports team members.

5. AUTHORITY AND ACCOUNTABILITY

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

6. PERFORMANCE STANDARDS

The performance of the incumbent will be measured annually by:

- Complete 100% of client-related documentation (including incident reports) within 24 hours
- Verbally report 100% of incidents to the Community Services Coordinator as soon as possible, and within 24 hours
- Nil errors in medication administration
- 100% compliance with Orana's policies and procedures
- 100% compliance with work and client-related instructions from Community Services Coordinator
- 100% compliance with working in a person-centred manner at all times in adherence with current client support plans
- 100% compliance with following work, health and safety guidelines

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 : 5
DATE ISSUED : September 2021
EXECUTIVE MANAGER APPROVAL : Rowena Cornish
CEO APPROVAL : Nicholas Mihalaras