

Location:

Ballarat and surrounding areas

Classification:

Social, Community, Home Care and Disability Services Industry Award 2010

Primary Objective:

Pinarc Disability Support provides a broad range of services across the lifespan to individuals and families. We strive to make a positive difference in people's lives by providing them with opportunities to maximise their potential.

Underpinning all customer services is an approach to service delivery that is committed to ensuring that customers, their families and carers are at the very centre of decision making in matters related to their support needs and life choices. Our commitment includes supporting and empowering Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as gay, lesbian, bisexual, transgender, intersex, and queer (GLBTIQ). We actively promote the safety of children.

The **specific objectives** for this role include;

- Provide the best support to customers that considers their individual needs, choices, inclusion and safety
- Work with individuals and groups in response to customers' requirements

Duties and Responsibilities:

Service delivery

- Meet commitments and requirements of supporting individuals in groups as agreed with Coordinator.
- Recognise and support cultural and spiritual diversity of customers.
- Deliver excellent customer service based on choice, dignity and respect of the customer.
- Assist customers in agreed activities by providing clear and appropriate modelling of behaviour, inclusive practice, respectful and age appropriate communication.
- Actively develop skills and independence of customers to achieve their goals.
- Provide support as detailed in the customer's support plan or as directed by the coordinator. Supports may include personal care tasks. eg. toileting, showering, meal assistance.
- Safely assist customers with physical transfers and mobility eg. moving in and out of wheelchair, mechanical lift hoists and supported walking.
- Make sure that safe manual handling practices are used as described in support plans.
- Ensure that health and safety requirements for customers, yourself and colleagues are met by following safe work practices in line with Pinarc's policy and procedures.
- Follow Behaviour Support Plans that are in place.
- Record accurate customer information and support details in Supportability (customer database).
- Provide detailed handover communication to other relevant staff and/or coordinator to ensure continuity of service.
- Report any customer related concerns to the coordinator in a timely manner.

- Immediately report customer incidents to the
- Report and record customer incidents or near misses to the supervisor or coordinator.

Staff Supervision

- Actively participate in the supervision process.
- Experienced staff may be requested to supervise new and less experienced staff or volunteers.
- Experienced staff may be asked to provide feedback on new employee's progression.

Relationships

- Maintain professional boundaries with customers and families by adhering to Pinarc's policy on Professional Boundaries.
- At all times behave in a respectful and courteous manner to customers, families, volunteers and staff.
- Actively participate in meetings and training as required.

Organisational

- Inform the coordinator of any ideas for improvements or feedback from customers or families. Let us know if customers or families are not happy with the services.
- Report to your supervisor any risks to customers, yourself or other workers.
- Report staff injuries or near miss incidents and record on the OHS Incident Near Miss Report.
- Read and comply with Pinarc policies and procedures available on dKnet.
- Work collaboratively, recognising contributions from all members of the team and other Pinarc staff.
- Maintain confidentiality of information received and given. Only look at those customers' details that you are supporting.
- Provide choice to customers by promoting Pinarc's range of services.

Qualifications:

A Certificate III or IV in Disability Support is highly regarded, however not mandatory.

Experience:

Previous experience working with people with disabilities is highly desirable.

Other Requirements:

- Current Victorian Drivers Licence is highly regarded.
- Victorian Working with Children Check
- As a condition of employment a criminal record check is required, and reviewed every three years
- Check against the Disability Worker Exclusion Scheme.
- Access to own smart phone or other mobile device linked to the Internet

Key Selection Criteria:

- Demonstrated ability to provide outstanding customer service
- Demonstrated experience or understanding of family/person centred practice
- Demonstrated experience in understanding and maintaining professional boundaries when working with customers, families and/or carers
- Demonstrated experience in following workplace plans and protocols
- Demonstrated experience in problem solving to generate creative solutions for

customers

- Demonstrated strategies to manage situations of conflict
- Demonstrated experience of collaborative teamwork and contributing to a positive work culture
- Demonstrated effective communication and interaction with people from diverse backgrounds
- Demonstrated understanding of health and safety requirements of the position

Reports To:

Manager - Active Living Options, through a Coordinator

Accountability:

Accountable to the CEO through the Manager - Active Living Options

Extent of Authority:

According to the Delegations of Authority Policy

CS - Advocacy: Policy and Procedure -(Pi) Customer Services

CS- Decision Making & Choice: Policy and Procedure -(Pi) Customer Services

Summary of Specific Responsibilities

Be aware of and comply with the organisations policies, procedures and other associated documentation relevant to the role.

