



## POSITION DESCRIPTION

### POSITION DETAILS

<b>Local Title and Program Area</b>	Inclusive Communities Support Worker (previously Disability Support Worker) Community and Social Inclusion
<b>Position Number</b>	C&SI IC 02
<b>Classification, Time Fraction &amp; Duration</b>	Casual
<b>Responsible to</b>	Team Leader, Inclusive Communities
<b>Qualifications</b>	Qualifications in Disability Studies, Social Work, Youth Work, Welfare Studies, Social Science or other relevant tertiary studies.
<b>Location</b>	52-54 13 <sup>th</sup> Street Mildura

### ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website [www.masp.org.au](http://www.masp.org.au).

### SYSTEMS LEADERSHIP

MASP's organisational design is underpinned by a systems leadership model of integrated management practices. We leverage from the skills, knowledge and experience of each other so that our clients get the best possible services and outcomes.

Although we deliver services through operational teams, we consider silos to be counter-productive to the needs of our clients and our organisation. Systems leadership provides us with the tools to provide wrap-around services for clients through a shared-vision of what is best for them.

We actively seek the input of other systems leaders within our organisation by recognising how and when others can value-add to operational decision making.

## PROGRAM OVERVIEW

The MASP Community and Social Inclusion Program offers a range of social support and respite options to people with disabilities and their families.

The support offered includes practical assistance with living and life skills, linking to community services and social activities, mentoring, assistance with behaviour management and conflict resolution.

Currently, the MASP Community and Social Inclusion Program includes the following elements:

- Individual Support Packages and Tailored/Targeted Care Packages which fund a flexible range of support services within the home or community to assist an individual with a disability to live as independently as possible.
- HACC Day Centre which provides social support and a meal service to frail aged and other people with a disability.
- Just Redgum Social Enterprise, a day program providing participants with a pathway into employment through on the job training, skills development and experience.
- Independent Living Program supports young people in learning independent living skills to prepare them for the move from home or out of home care (ie foster care or residential care) and into independent or semi-independent living arrangements within the community.
- Social Group offers peer support through group work activities and school holiday respite activities.

MASP are keen to provide additional services including support co-ordination, transport, home modifications, accommodation support, employment support, education/training support and an expansion of our day program options.

Employment will be on a casual basis with the potential to obtain a regular roster to suit your personal needs.

It will be advantageous for applicants to be available across a full span of hours including mornings, days, evenings and nights, including the ability to be on call and to provide passive sleepovers where required.

## POSITION OVERVIEW

Inclusive Communities Support Workers may be engaged in a variety of programs, including:

- working one on one, supporting people with disabilities to live independently in the community;
- facilitating social groups and assisting people with disabilities access community and social/recreational opportunities;
- working with frail aged and people living with disabilities accessing the services provided by the MASP HACC Day Centre;
- working with young people engaged in the Just Redgum social enterprise, a day program providing pathways into employment through on the job training, skills development and experience.
- transportation of people with a disability to appointments, school, day programs or other social or recreational activities;
- social skills development and behavior intervention support.

## POSITION DUTIES

1. Ensure that service philosophy, policy and objectives are adhered to at all times and be an appropriate positive role model in line with the agency's standards and behavioural expectations.
2. Provide support and guidance to assist clients with daily life, develop independent living skills, access social and community activities and improve relationships.
3. Work on a one to one and group work basis with people living with a disability.
4. Report regularly to supervisors any issues or concerns, progress or developments.
5. Develop and assist in the delivery of the behaviour management strategies for people involved in the program with challenging behaviour.
6. Advocate on behalf of the service users where necessary.
7. Be responsible for administrative tasks as directed by the Team Leader.
8. Participate in ongoing staff development, attending relevant forums and training as directed or negotiated.
9. Participate in regular supervision in the interests of maintaining the support and effectiveness of all workers as a team.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for **all** aspects of service delivery.

## SKILLS AND COMPETENCIES REQUIRED

### Personal Attributes

- Inclusiveness – does what is necessary to integrate clients within our community
- Resilience – doesn't look for excuses, but looks for ways
- Client focus – we do what we say we are going to do for clients, even if it means we work harder
- Doer – we need doers at every level, and you set the example in getting the job done
- Innovative – challenges old ways with new ideas and thinking

### Capabilities

#### Community & inter-agency relations

- **Partnerships and collaboration** – works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes
- **Social justice** – demonstrates commitment to social justice and social inclusion

#### Professionalism

- **Time management** – manages time and uses tools effectively to assist with planning and organising
- **Ethics** – observes professional boundaries and standards and assists others with ethical dilemmas
- **Taking responsibility** – takes responsibility for work outcomes and assists others to understand role and responsibilities
- **Problem solving** – assists with the resolution of clients' and colleagues' problems
- **Initiative and enterprise** – demonstrates initiative and enterprise and supports others to work more effectively

#### Communication

- **Advocacy** – advocates for clients and team members to advance their interests

- **Written communication** – writes accurate, clear and informative reports and communications that meet the needs of their intended audience
- **Verbal communication** – articulates clear and respectful messages and information to clients, team members and colleagues
- **Interpersonal skills** – demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications

#### Leadership & Teamwork

- **United vision** – generates ideas for innovation and enhanced working practices to achieve agency mission
- **Strategic focus** – contributes to team plans and relates teamwork to strategic objectives
- **Team dynamics** – offers constructive feedback and provides balanced and informed perspectives at team meetings
- **Conflict management** – recognises differences of opinion and works toward the resolution of team conflict

#### Service Delivery

- **Reflective practice** – demonstrates reflective and evidence based practice
- **Knowledge of client issues** – builds knowledge of client issues and requirements to improve practice
- **Client outcomes** – provides clients with high quality service and appropriate referrals
- **Diversity** – demonstrates cultural sensitivity and adjusts personal style in response to client and team member differences
- **Client confidentiality and dignity** – respects client and team member confidentiality

#### Program Management and Policy Development

- **Policy development and implementation** – participates in the review and development of policy and utilizes policies and procedures to guide work practices
- **Program development** – contributes to program objectives, develops and implements simple project plans
- **Achieving results** – ensures clarity of understanding of required work, fulfils program and project responsibilities and achieves performance targets

#### Change and Responsiveness

- **Change management** – supports change management and assists others to adapt and adjust to change

#### Governance and Compliance

- **Risk management** – contributes to identification of OHS risks and hazards and takes advantages of emerging opportunities

## TERMS AND CONDITIONS

### Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Ltd Enterprise Agreement 2016. Salary packaging arrangements available.

Available to work outside of normal business hours and weekends and public holidays if required.

Due to the physical requirements of the position, the successful candidate will be required to satisfactorily complete a fit for work, functional, physical suitability examination.

### Probation Period

On commencement, an initial six-month probationary period.

<p><b>Police Check &amp; Working with Children Check</b></p>	<p>Completion of a satisfactory Police Records check and Working with Children Check prior to employment. It is the responsibility of the individual to keep their WWCC current.</p> <p>Satisfactory result from the Disability Worker Exclusion Scheme pre-employment screening process.</p>
<p><b>Driver Licence</b></p>	<p>Successful candidate must possess and retain a current, full driver's licence. At no stage may the applicant's driver's licence be restricted as to the amount of passengers that can be carried.</p>
<p><b>Performance Appraisal</b></p>	<p>To be carried out by the supervisor within six months of commencement and thereafter once every twelve months.</p> <p>Appraisal will be made in regard to this Position Description.</p>
<p><b>Responsibility and Continuous Improvement</b></p>	<p>Take responsibility to become aware of and comply with all relevant MASP policy and procedure instructions. Of particular relevance are those dealing with the MASP Code of Conduct, the Workplace Equal Opportunity Policy and requirements for staff to be aware of requirements to develop cultural competence skills.</p> <p>Participate in regular supervision and in staff meetings in the interests of maintaining effectiveness and team spirit.</p> <p>Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework</p>
<p><b>Training &amp; Development</b></p>	<p>Be prepared to participate in ongoing staff development, attending relevant forums and training as delegated</p>
<p><b>Occupational Health &amp; Safety Responsibilities</b></p>	<p>Ensure that work is carried out in accordance with MASP OH&amp;S requirements and standards in order to prevent work related injuries and illnesses.</p> <p>Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.</p> <p>Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency.</p> <p>Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation</p>
<p><b>Privacy &amp; Confidentiality</b></p>	<p>Work within the guidelines of MASP's Privacy and Confidentiality policy</p>

**KEY SELECTION CRITERIA**

1. Must possess the minimum qualification.
2. Demonstrated understanding and commitment to the vision and values of MASP.
3. Demonstrated skills and experience in:
  - working with children, young people and parents, people with disabilities;
  - child and adolescent development;
  - managing conflict in groups;

- empowering people with disabilities to reach their fullest potential and gain maximum control over their lives.
- 4. Ability to liaise, consult, negotiate and be assertive with clients, family members and other professionals.
- 5. Capacity to apply a range of intervention strategies, effective behaviour management skills and highly developed interpersonal skills.
- 6. Capable of being non-judgmental and have the ability to engage disadvantaged people with complex needs.
- 7. Possessing effective organisational and time management skills.
- 8. Demonstrating computer literacy.
- 9. Showing well developed written and verbal communication skills.
- 10. Ability to work both independently and as part of a team.

## APPLICATIONS

Applications **must** address the Key Selection Criteria and be forwarded by the due date, addressed to:

Nathan Jilbert  
Human Resource Manager  
careers@masp.org.au

Applicants are strongly encouraged to discuss the position with the MASP contact officer, prior to submitting their application.

## POSITION DESCRIPTION APPROVAL

*The details contained in this Position Description are an accurate statement of the responsibilities, competencies and other requirements of the above named position.*

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

*As the incumbent, I have read and understood the responsibilities, competencies and other requirements as detailed in this document.*

\_\_\_\_\_  
Incumbent sign

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Incumbent print name

Introduced: 11 09 2006  
Reviewed and Amended: 13 07 2018