



Victoria Daly
REGIONAL COUNCIL

Community Services Team Leader

OUR VISION

*To strengthen our region through fostering
development, growth, and social wellbeing*
"Moving Forward Together"

POSITION DESCRIPTION

REPORTS TO	Community Services Regional Manager	CLASSIFICATION & HOURS	Level 5.1 Full Time
DIVISION	Community Services	LOCATION	Community Based

JOB PURPOSE

This position will assist the Community Services Team to provide personal, physical, and emotional support to our NDIS Participants and Aged Care Consumers who require assistance with daily living in the community and surrounding ward.

DUTIES AND RESPONSIBILITIES

1. Provide friendly, compassionate support to the people supported by the NDIS and Aged Care program where required by supporting the team assisting them with their daily living tasks.
2. Effectively work in a community support environment and oversee the support to participants and consumers to assist them in meeting their physical, personal, and emotional needs.
3. Assist and participate in activities designed to enhance physical, social and emotional well-being of the people your team support and their informal support networks.
4. Provide advice to the participants and consumers about nutrition, food storage and personal hygiene, their rights, how to make a complaint or provide feedback and understanding serious incidents response scheme and NDIS critical incidents.
5. Facilitate cooperative behavior amongst participants and consumers.
6. With support from the Community Services Regional Coordinator communicate appropriately with participants, consumers, and colleagues to ensure positive outcomes with daily planned activities that ensure participants and consumers are provided with culturally sensitive, culturally safe, physically and mentally safe meaningful activities to achieve the goals identified in each individuals support plan.
7. With support from the Community Services Finance and Assets Officer provide direction to team members for completing their timesheets, leave application forms and medical certificates, and ensuring records are kept secured and available to other relevant staff within timeframes required.
8. With support from the Community Services Quality and Compliance Coordinator provide direction to team members for completing their shift reports, incident reports and progress notes, ensuring written records are kept secured and available to other relevant staff within timeframes required.
9. With support from the Community Services Program Support Officer provide direction to team members for completing their daily vehicle checklists, daily fridge and freezer temperatures, journey management forms, travel allowance forms, training enrollment forms, ensuring written records are kept secured and available to other relevant staff within timeframes required.
10. With support from the Community Services Quality and Compliance Coordinator, provide support to team members with completing their induction training and ensure the correct levels of supervision for team members awaiting any clearances and support team members with completing monthly assigned training within timeframes.
11. With support from the Community Services Finance and Assets Officer report any damages, broken items, lost or stolen items to the relevant staff within a timely manner and participate in any police involvement that may be necessary.
12. Ensure team members are undertaking daily welfare checks on any participants or consumers not attending activities and record all these interactions and advise the Community Service Regional Coordinator of all movements planned so the correct level of support is provided if moving between VDRC communities and any client contributions can be suspended if going out of VDRC communities.
13. With support from the Community Services Regional Coordinator provide direction so the standards are maintained in relation to food safety, chemical safety, clean and sterile working environment including facilities for providing higher risk services such as personal care and laundry services

14. Ensure vehicles are always kept in a clean and tidy manner, vehicles are fueled up and secured when not in use and that arrangements are made so that vehicles can be presented to the VRDC Council office each week for full inspection, and prior to leaving community area, while providing copy of journey management.
15. With support from the Community Services Quality and Compliance Coordinator facilitate daily toolbox meetings to allocate and distribute daily tasks, support, activities, meal preparation and pick up/drop off meal recipients and discuss any reviews, referrals, recommendations for participants and consumers.
16. Participate in safety procedures for direct personal care work and maintain a safe working environment and ensure WHS regulations are adhered to, and safe manual handling practices are used according to the individual's plan. Support team members and family members and carers to attend training with occupational therapist for safe use of equipment.
17. Ensure the policies and procedures of the Council are adhered to and all resources effectively deployed.

Selection Criteria

EDUCATION REQUIREMENTS

1. Cert III or IV in Individual Support or equivalent (desirable)
2. NDIS Workers Orientation and Mandated Modules (essential)
3. My Aged Care Learning Center Modules (essential)
4. A current First Aid and CPR certificate (essential)

EXPERIENCE & KNOWLEDGE REQUIREMENTS

1. Be able to demonstrate a caring and supportive attitude towards participants and consumers.
2. Well-developed communication and negotiation skill and the ability to be sensitive.
3. Ability to work in a challenging, culturally diverse environment and respect the values, customs, preferences and beliefs of participants and their families.
4. Ability to be flexible and enthusiastic towards undertaking a variety of tasks that add value and quality to the NDIS participants and aged care consumers lives.
5. Ability to maintain privacy and confidentiality.
6. An understanding of Community Services, Disability Support and/or Aged Care services.
7. A sound knowledge of the principles of Work Health and Safety.

OTHER REQUIREMENTS

1. Criminal History Check (recent within 3 months)
2. A current Working with Children Clearance (Ochre Card).
3. NDIS Worker Screening Clearance
4. Must hold a current Drivers License.

ACKNOWLEDGEMENT

DIRECTOR: Trudy A Braun **DATE APPROVED:** 14/02/2024

CHIEF EXECUTIVE OFFICER: [Signature] **DATE APPROVED:** 16/02/2024

