



Community Bridging Services (CBS) Inc.

NDIS Support Worker Position Description (PD56)

REPORTS TO: **NDIS Coordinator**

AWARD: Labour Market Assistance Industry Award 2020 or
Social, Community, Home Care and Disability Service Industry Award 2020

CLASSIFICATION: LMA - Training and Placement Officer Grade 1 (Pay Point 1 - 3) – Beyond. Making it Happen!
SCHADS – Level 1 PP3 – Level 2 PP4 – Choices ® CBS Inc.

DIVISION: Community Bridging Services (CBS Inc.) Inc.

OVERVIEW

Community Bridging Services (CBS Inc.) Inc. is a community based not for profit organisation. Through facilitation and encouragement CBS Inc. supports people with a disability / disadvantage to develop and enhance their independence, employment / recreation / life skills. Support includes advocating for a rightful place in the community.

CBS Inc. is funded by the Commonwealth Department of Social Services (DSS) for Disability Employment Services (DES) and other Commonwealth Departments for similar employment related. These are collectively known as the Jobnet Employment Program (JEP) with the scope varying across regions (ESAs).

CBS Inc. Inc. is funded by Australian/ State Government including Department of Human Services (DHS) and the National Disability Insurance Scheme (NDIS) for Choices ® CBS Inc. Inc. Programs and Beyond. Making it Happen!

The NDIS Support Worker will have key responsibilities to conduct NDIS activities under the guidance of more senior staff.

Reporting Structure

The NDIS Support Worker (SW) will be directly responsible to the NDIS Coordinator on a day-to-day basis. However, the Manager Choices & Executive Services and the Executive Manager NDIS & Innovation have overarching responsibilities.

AUTHORITY TO ACT

Staff will support and operate within:

- CBS Inc. Culture and Values
- CBS Inc. policies and procedures, guidelines and Codes of Conduct, confidentiality
- defined limits of delegated authority and budget restraints
- Disability Services, WHS, Equal Opportunity, Disability Discrimination, Privacy ACTS and other relevant legislation, regulations and by-laws
- contractual and standards requirements
- Quality Management System and Information Security Management System.
- duty of care requirements and responsibilities.

Continuous Improvement

- Compulsory attendance to bi-monthly Staff Meetings for permanent staff unless rostered to work at CBS Inc. (exemption for Regional Staff).
- Attend and contribute at site / area meetings as scheduled.

Continuous Improvement (cont.)

- Identify Opportunities for Improvement (OFI) and report recommendations in a timely manner that results in improvements to the CBS Inc. Quality Management System and Information Security Management System.
- Support development and review of all Operating Procedures and documentation to ensure compliance with current contractual obligations, standards and CBS Inc. guidelines.
- Participate in special projects to eliminate administration burdens and develop systems to identify training requirements.
- Participate and actively contribute to internal audits and development activities.
- Participate in external audits as required.

Qualifications and Experience**Essential**

- Maintain a satisfactory screening check in accordance with SA legislation
- Child Safe Environments certificate.
- First Aid certificate.
- Manual Handling certificate.
- NDIS Worker Orientation Module
- Restrictive practices, reportable incidents and incident management (training modules advised by CBS Inc.)
- Maintain a valid driver's licence.

Desirable

- Certificate III in Disability or equivalent.
- Experience in administration.
- Experience in working within the NDIS.
- Working with people with a disability.

Other Conditions

- Complete internal compulsory Knowing CBS Inc. Program.
- Must be prepared to work flexibly relocate within the service should the need arise.
- Some intrastate and interstate travel may be required.
- Some out of hours work may be required.

Personal Development

- Participate and actively contribute to CBS Inc. development activities.
- Achieve goals for your personal Action Plan associated with the CBS Inc. Staff Evaluation process.
- Participate in networking opportunities that increase personal knowledge.

Personal Abilities / Skills / Knowledge required

- Commitment to the welfare, rights and personal development of people with a disability.
- Highly developed written and verbal communication skills with participants, caregivers and colleagues.
- Ability to model the values and attitudes consistent with CBS Inc. philosophy.
- Ability to demonstrate and maintain high levels of professionalism, integrity and ethics.
- Reliable and punctual.
- Self-motivated, innovative and positive.
- High level of interpersonal skills and conflict resolution.
- Ability to develop extensive personal and professional networks.
- Skills in research, evaluation and planning.
- Effective report writing.
- Excellent organisational and time management skills
- Excellent written and verbal communication skills
- Be able to demonstrate initiative.
- Ability to work unsupervised.

DUTIES**Areas of responsibility:**

Support Workers will be required to develop and maintain good working relationships with other team members, participants and their families/carers, staff, other agencies and the general public.

Key outcomes

The key outcomes and activities derive from three broad areas of activity. These include:

1. Program delivery
2. Marketing
3. Quality

1. Program delivery

- Delivering services designed to maintain and develop pre-vocational, recreational and community development skills to improve quality of life under the guidance of senior staff
- Input into program design, coordination and review
- Ensure work tasks are provided efficiently and effectively
- Maintain administrative tasks including writing case notes within 24 hours of service delivery, completing incident reports, liaison with carers, assisting with all aspects of seeking employment and other as required
- Vigilance in identifying the physical and emotional wellbeing of clients whilst engaged in the programmed activities and reporting to senior staff.
- Communication with senior staff on any relevant program area
- supporting and encouraging clients and families to advocate on their own behalf
- encouraging the inclusion of people with a disability in all aspects of community life
- promoting the rights, needs and potential of people with a disability.

2. Marketing

- Market NDIS Supports and other CBS Inc. NDIS activities as required.
- Contribute to new business development including involvement in planning meetings.
- Participating in meetings with clients' families, advocates and other service providers where necessary.
- Promoting and delivering NDIS Supports to current and potential future participants.
- Effective collaboration and communication with key internal and external stakeholders regarding CBS Inc. NDIS activities as required.

3. Quality

- Implement strategies to ensure a culture of continuous Quality Improvement.
- Uphold participant privacy and confidentiality, in accordance with CBS Inc. policies and procedures.
- Contribute to the identification and mitigation of risks and report issues.
- Awareness of legislative changes/NDIS learnings.
- Compliance with CBS Inc. values, policies and procedures.
- Other duties as required.

Staff Name

Signature

Date

CBS Inc. Representative Name

Signature

Date



Community Bridging Services (CBS) Inc.

Recreation Assistant / Officer Position Description (PD28)

REPORTS TO: **NDIS Coordinator / Choices Coordinator**

AWARD: Social, Community, Home Care and Disability Service Industry Award 2020

CLASSIFICATION: Level 1 Pay Point 3 – Level 2 Pay Point 4

DIVISION: Choices® CBS programs

OVERVIEW

Community Bridging Services (CBS Inc.) Inc. is a community based not for profit organisation. Through facilitation and encouragement CBS Inc. supports people with a disability / disadvantage to develop and enhance their independence, employment / recreation / life skills. Support includes advocating for a rightful place in the community.

CBS Inc. is funded by the Commonwealth Department of Social Services (DSS) for Disability Employment Services (DES). DES is collectively known as the Jobnet Employment Program (JEP) with the scope varying across regions (ESAs).

CBS Inc. Inc. is funded by Australian/ State Government including Department of Human Services (DHS) and the National Disability Insurance Scheme (NDIS) for Choices ® CBS Inc. Inc. Programs and Beyond. Making it Happen!

The Recreation Assistant / Officer will have key responsibilities to conduct NDIS activities under the guidance of senior staff including the NDIS Coordinator / Choices Coordinator and Senior Recreation Officer / Senior NDIS Programs Officer.

Reporting Structure

The Recreation Assistant / Officer will be directly responsible to the NDIS Coordinator / Choices Coordinator on a day-to-day basis. However, the Manager Choices & Executive Services and the Executive Manager NDIS & Innovation have overarching responsibilities.

AUTHORITY TO ACT

Staff will support and operate within:

- CBS Inc. Culture and Values
- CBS Inc. policies and procedures, guidelines and Codes of Conduct, confidentiality
- defined limits of delegated authority and budget restraints
- Disability Services, WHS, Equal Opportunity, Disability Discrimination, Privacy ACTS and other relevant legislation, regulations and by-laws
- contractual and standards requirements
- Quality Management System
- Information Security Management System
- duty of care requirements and responsibilities.

Continuous Improvement

- Compulsory attendance to bi-monthly Staff Meetings for permanent staff unless rostered to work at CBS Inc. (exemption for Regional Staff).
- Attend and contribute at site / area meetings as scheduled.
- Identify Opportunities for Improvement (OFI) and report recommendations in a timely manner that results in improvements to the CBS Inc. Quality Management System and Information Security Management System.
- Support development and review of all Operating Procedures and documentation to ensure compliance with current contractual obligations, standards and CBS Inc. guidelines.
- Participate in special projects to eliminate administration burdens and develop systems to identify training requirements.

- Participate and actively contribute to internal audits and development activities.
- Participate in external audits as required.

Qualifications and Experience

Essential

- Maintain a satisfactory personal record/ clearance/s as per OP HR35 Staff Screening Checks
- Child Safe Environments certificate.
- First Aid certificate.
- Manual Handling certificate.
- NDIS Worker Orientation Module
- NDIS New Worker Induction Modules
- Maintain a valid driver's licence.

Desirable

- Certificate III in Disability or equivalent.
- Experience in administration.
- Experience in working within the NDIS.
- Working with people with a disability.

Other Conditions

- Complete internal compulsory Knowing CBS Inc. Program.
- Must be prepared to work flexibly relocate within the service should the need arise.
- Some intrastate and interstate travel may be required.
- Some out of hours work may be required.

Personal Development

- Participate and actively contribute to CBS Inc. development activities.
- Achieve goals for your personal Action Plan associated with the CBS Inc. Staff Evaluation process.
- Participate in networking opportunities that increase personal knowledge.

Personal Abilities / Skills / Knowledge required

- Commitment to the welfare, rights and personal development of people with a disability.
- Highly developed written and verbal communication skills with participants, caregivers and colleagues.
- Ability to model the values and attitudes consistent with CBS Inc. philosophy.
- Ability to demonstrate and maintain high levels of professionalism, integrity and ethics.
- Reliable and punctual.
- Self-motivated, innovative and positive.
- High level of interpersonal skills and conflict resolution.
- Ability to develop extensive personal and professional networks.
- Skills in research, evaluation and planning.
- Effective report writing.
- Excellent organisational and time management skills
- Excellent written and verbal communication skills
- Be able to demonstrate initiative.
- Ability to work unsupervised.

DUTIES

Areas of responsibility:

The Recreation Assistant/ Officer will be required to develop and maintain good working relationships with other team members, participants and their families/carers, staff, other agencies and the general public.

Key outcomes

The key outcomes and activities derive from three broad areas of activity. These include:

1. Program delivery
2. Marketing
3. Quality

1. Program delivery

- Delivering services designed to maintain and develop pre-vocational, recreational and / or community development skills to improve quality of life under the guidance of senior staff.
- Input into program design, coordination and review.
- Supporting participants to develop recreation, independent living, physical and independence skills.
- Utilisation of the Positive Interactions Model to guide participation in activities and interactions with participants.
- Providing practical support and encouragement to assist individuals and groups to participate in and enjoy the options provided to the best of their ability.
- Ensure work tasks are delivered efficiently and effectively.
- Maintain administrative tasks including writing case notes within 24 hours of service delivery, completing incident reports, liaising with carers, and other as required.
- Vigilance in identifying the physical and emotional wellbeing of clients whilst engaged in the programmed activities and reporting to senior staff.
- Communication with senior staff on any relevant program area.
- Supporting and encouraging clients and families to advocate on their own behalf.
- Encouraging the inclusion of people with a disability in all aspects of community life.
- Promoting the rights, needs and potential of people with a disability.
- Manual Handling may be required.
- Transporting clients to and from programs with the use of company vehicles.
- Assisting clients with medication and receiving appropriate medication training where required.
- Implementing strategies outlined in client's behaviour support plans under direction.
- Attend to personal care duties where required
- Participate in other duties as required.

2. Marketing

- Market NDIS Supports and other CBS Inc. NDIS activities as required.
- Contribute to new business development including involvement in planning meetings.
- Participating in meetings with clients' families, advocates and other service providers where necessary.
- Promoting and delivering NDIS Supports to current and potential future participants.
- Effective collaboration and communication with key internal and external stakeholders regarding CBS Inc. NDIS activities as required.

3. Quality

- Assist in the development of positive community attitudes towards people with a disability.
- Increase community awareness by providing informal verbal information to community groups and agencies and by demonstrating positive attitudes and behaviours.
- Support clients to establish personal links with community members, activities, and places.
- Implement strategies to ensure a culture of continuous Quality Improvement including providing regular feedback to senior staff.
- Uphold participant privacy and confidentiality, in accordance with CBS Inc. policies and procedures.
- Contribute to the identification and mitigation of risks and report issues.
- Maintain awareness of legislative changes/ NDIS learnings.
- Compliance with CBS Inc. values, policies and procedures.
- Other duties as required.

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Staff Name	Signature	Date
_____	_____	_____
CBS Inc. Representative Name	Signature	Date