



Community Bridging Services (CBS) Inc.

Employment Assistant / SIE Support Worker Position Description (PD18)

REPORTS TO: **Jobnet Coordinator or NDIS Coordinator**

AWARD: Labour Market Assistance Industry Award 2020

CLASSIFICATION: Employment Services Officer Grade 1 Pay Point 1 - 3

DIVISION: Jobnet Employment Program & Beyond. Making it Happen! Programs

OVERVIEW

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

Reporting Structure

When working as an Employment Assistants, staff will report to the Jobnet Coordinator for their relevant site. There may be times when Employment Assistants will report to the Senior Employment Officer.

When working as a Supports in Employment (SIE) Support Worker (SW), staff will report to the relevant NDIS Coordinator.

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.
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Continuous Improvement

- Compulsory attendance to bi-monthly Staff Meetings for **full time** staff (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.
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- 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 for EA / SIE Support Worker:

- Maintain satisfactory clearance/checks as per OP HR35 Screening Checks
- Maintain a valid driver's licence
- NDIS Worker Orientation Module.

Essential for SIE Support Worker only:

- Child Safe Environments certificate.
- Manual Handling certificate.
- NDIS New Worker Induction Modules.
- COVID-19 Vaccination (3 doses)
- NDIS Infection Prevention and Control Module
- First Aid Certificate

Desirable:

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

Other Conditions:

- Complete internal compulsory Knowing CBS Inc. Program.
- Must be prepared to relocate within the service should the need arise.
- Some intrastate and interstate travel may be required.
- Be available to work flexible hours on an as needed basis.

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. culture and values.
- 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.
- Effective report writing.
- Excellent organisational and time management skills.
- Be able to demonstrate initiative.
- Ability to work unsupervised.

DUTIES

Key outcomes

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

1. Successful Employment Integration
2. Work Enhancement
3. Individual Education.

Broad areas of responsibility:

Employment Assistants / SIE Support Workers will be required to do the following:

- Be responsible to their allocated participant/s to maintain a positive working relationship, assist with the learning of their duties, provide support and guidance to ensure all aspects of their role is understood.
- Assist the participant to build confidence in their ability to do their job until such time that they can do so of their own accord.
- Be available to participants during their shifts by observing, listening and supporting the participant to obtain a successful outcome.
- Develop and maintain good working relationships with other team members, employers, participants and their families/carers, staff, other agencies and the general public.

1. Successful employment integration

The Employment Assistants / SIE Support Workers will participate in the basic planning, implementation, and monitoring of specific CBS Inc. services by:

- Implementing programs, participating in activities and supporting participants to achieve pre-determined goals set by the participant and staff.
- Assisting with the planning and development of CBS inc. Services based on participant interests, abilities, and pre-determined goals within a group or on an individual basis based on the In Work Support Plan (IWSP).
- Implement participant specific IWSP, provide feedback to Jobnet and NDIS, update as required.
- Ensure work tasks are provided efficiently and effectively.
- Providing information and maintaining CBS Inc. records to the relevant CBS inc. services
- Ensuring that the objectives of CBS inc. are met through providing regular feedback to the relevant Jobnet or NDIS staff.
- Assisting with review and assessment processes, including the practical implementation of recommendations.
- Assisting with transportation.
- Ensuring the promotion and understanding of CBS Inc. culture and values, policies and procedures.
- Taking responsibility for the physical and emotional wellbeing of participants whilst engaged in employment by exercising a duty of care.
- Assisting with the implementation and adherence to work, health & safety welfare requirements, equal opportunity, disability discrimination and the National Standards for Disability Services.
- Responsible for upholding participant privacy and confidentiality, in accordance with CBS Inc. policies, procedures and the Privacy Amendment (Private Sector) Act 2002.
- Providing information and support on the purchase of work-related funding or equipment.
- Accompany persons with a disability and/or disadvantage on work experiences or trials as well as paid employment to guide and support them to obtain a successful employment outcome where required.
- Communication with senior staff including management, NDIS coordinators, Jobnet Coordinators, Senior NDIS Programs Officers, Senior Employment Officers, NDIS Programs Officers, Employment Officers and NDIS Support Workers.
- Maintain administrative tasks including writing case notes within 24 hours of service delivery (using JobReady Live for Jobnet participants and SupportAbility journals for NDIS participants), completing incident reports, liaising with carers, employers and assisting with all aspects of seeking, maintaining employment and other as required.
- Assist participants to maintain open and professional communication and behaviours with their workplace.
- participate in other duties as required.

2. Work Enhancement

The Employment Assistants / SIE Support Workers support people with a disability to have greater control and influence over decisions that affect their quality of life by:

- Delivering SIE designed to maintain and develop vocational, independent living, and community development skills to improve quality of life under the guidance of staff.
- Implementing purposeful strategies and supports that meet individual needs and provide opportunities for decision-making and choice.

- Supporting participants to develop skills, gain experience and confidence in undertaking the requirements of their role to obtain longevity in their employment.
- Providing practical support and encouragement to assist individuals and groups to participate in and enjoy the options provided to the best of their ability.

3. Individual Education

Employment Assistants / SIE Support Workers should assist in the development of positive community attitudes towards people with a disability by:

- Encouraging the inclusion of people with a disability in all aspects of community life.
- Increasing community awareness by providing information to community groups and agencies and by demonstrating positive attitudes and behaviours.
- Promoting the rights, needs and potential of people with a disability.
- Supporting participants to establish personal links with community members, activities and places.
- Vigilance in identifying the physical and emotional wellbeing of participants whilst engaged in the programmed activities and reporting to senior staff.
- Supporting and encouraging participants and families to advocate on their own behalf.
- Promoting the rights, needs and potential of people with a disability.

If you will only performing one of the EA or SIE roles, please specify: _____

Staff Name

Signature

Date

CBS Inc. Representative Name

Signature

Date