



Community Bridging Services (CBS) Inc.

NDIS Support Worker Position Description (PD56)

REPORTS TO: NDIS Coordinator

AWARD: Labour Market Assistance Industry Award 2020 or

CLASSIFICATION: Training and Placement Officer Grade 1 (Pay Point 1 - 3)

DIVISION: 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!

The NDIS Support Worker will have key responsibilities to conduct NDIS activities under the guidance of more senior staff including the NDIS Coordinator and Senior NDIS Program Officers.

Reporting Structure

The NDIS Support Worker (SW) will be directly responsible to the NDIS Coordinator on a day-to-day basis. However, the NDIS and Quality Manager Metro, NDIS Regional Coordinator Rural, 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.
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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.
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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**

- Maintain a satisfactory clearance/s in accordance OP HR35 Staff Screening Checks.
- Child Safe Environments certificate.
- First Aid certificate.
- Manual Handling certificate.
- 'Quality, Safety and You' - NDIS Worker Orientation Module
- New Worker NDIS Induction Module
- NDIS Supporting Safe & Enjoyable Meals Module.
- NDIS Supporting Effective Communication Module.
- Infection Control Training (NDIS).
- Maintain a valid driver's licence.
- COVID-19 Vaccination (3 doses).

Desirable

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

Other Conditions

- Complete internal compulsory Knowing CBS Inc. Program.
- Must be prepared to work flexibly or 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.
- Successfully complete the NDIS Support Worker / Recreation Assistant Base Training program.

Personal Abilities / Skills / Knowledge required

- Commitment to the welfare, rights and personal development of people with a disability.
- Exercise 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:**

NDIS Support Workers is 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 vocational, pre-vocational, independent living, recreational and community development skills to improve quality of life under the guidance of senior staff.
- Provide input into program design, coordination and review.
- Ensure work tasks are provided efficiently and effectively.
- Delivery of Student Leaver Employment Supports (SLES), the CBS Inc. Beyond. Making it Happen! program, CBS Inc. Mentoring and related activities.
- Maintain administrative tasks including writing case notes within 24 hours of service delivery, completing incident reports, liaising with carers, assisting with all aspects of seeking employment and other as required.
- Support participants' unique pathway to employment including working with CBS Inc. Jobnet team and help source work-experience and work placements for participants.
- 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 including NDIS Coordinator and Senior NDIS Program Officer.
- Supporting and encouraging clients and families / carers 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.
- Attend to personal care duties where required.

2. Marketing

- Market NDIS Supports and other CBS Inc. 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.
- Help foster partnerships and goodwill in the local community.
- 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