

Position Description

Deafblind Communication Guide

ORGANISATIONAL ENVIRONMENT

Able Australia is a secular non-profit organisation that provides services to people living with multiple disabilities including deafblindness, and youth and families who are experiencing disadvantage.

Our vision is to create a community where the people we support are seen, heard, respected, valued and connected.

We reach out to people, helping them achieve a quality of life that anyone in the community might expect and a feeling of worth, belonging and self-fulfilment.

We are a community based organisation that aims to facilitate an improvement in social development and human services.

We work from a social justice perspective that includes the principles of access, participation and the right to equality and equity for all.

Position Details

Position Title:	Deafblind Communication Guide
Employment Type:	Casual/ permanent
Work location:	National Office/Melbourne Metropolitan
Industrial Instrument:	Able Australia Victorian Collective Agreement
Classification level:	Grade 2 Year 1-4 (plus \$3.50 per hour Auslan skills allowance)
Position reports to:	Deafblind Communications Guide Coordinator
Date Approved:	September 2019

Position Purpose

Deafblind Communication Guides provide direct one to one support to participants in a way that is tailored to meet their individual needs and goals. Such support is provided within the context of their community of friends, family and neighbourhood.

It is also delivered within a team approach, allowing for opportunities for reflective practice and a more flexible service response.

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Authorising Area: People and Culture		Document Owner: HR Coordinator	
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Staff employ a flexible, individualised approach, working in consultation with participants to assess needs and develop a range of goals. This approach is utilised to work with participants to identify their strengths, values and goals. Individual activities are provided to promote choice, acknowledge individual strength and choice and to facilitate inclusion in to the wider community.

This position may require some out of business hours and weekend support for participants.

Key responsibilities areas	Capability requirements	Key performance measures
<p>Sector and organisation purpose and values</p>	<ul style="list-style-type: none"> In a coordinated approach, work as part of the Deafblind Services support team to deliver projects and programs which address the needs of deafblind people in the community. 	<ul style="list-style-type: none"> Work as part of the deafblind services team in the ongoing analysis of social and economic issues as they affect deafblind people.
<p>Program Planning and Service Development</p>	<ul style="list-style-type: none"> Assist in the planning and implementation of strategies that encourage deafblind people and their families to make full use of resources and services available within the community. Establish positive links and working relationships with local community agencies and organisations in the delivery of deafblind services. Develop strategies to identify and address the needs of deafblind people that promote the participation of local communities. Participate in task orientated working groups on specific deafblind issues as required. Assist deafblind people through the provision of information and, where appropriate, refer them to appropriate local supports. 	<ul style="list-style-type: none">

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	<ul style="list-style-type: none"> Encourage the participation of deafblind people and local communities in the planning and provision of deafblind services Assist in the monitoring and evaluation of the effectiveness and efficiency of Able Australia’s Deafblind services. As part of the deafblind services team processes, consult with the community to identify needs and gaps in service provision for deafblind people. 	
<p>Leadership and teamwork</p>	<ul style="list-style-type: none"> As Deafblind Communication Guide, assume leadership in the provision of high quality support to the people we support. Manage effective interpersonal work relationships. Support and participate in team learning and development. Carry out and provide feedback on monthly staff supervisions. Establish and maintain appropriate, professional work relationships. Address issues or conflicts as they arise with a view to positive resolution. Ensure a personal understanding of all relevant policies and procedures and ensure compliance. 	<ul style="list-style-type: none"> Regular positive feedback received regarding role of Deafblind Communication Guide Positive feedback received regarding effective interpersonal work relationships and team contributions. Areas for improvement identified and addressed via planned and considered professional and personal development activities with staff trained in all relevant areas of operation. Training attended in mandatory requirements and non-mandatory training regularly reviewed and facilitated where necessary. Timely attendance and participation in various

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	<ul style="list-style-type: none"> • Liaise with and participate in the identification and implementation of staff training requirements. Participate in all meetings / training as directed by the Team Leader. • Show initiative and highlight opportunities for change and improvement in service practice. 	workplace forums and events.

Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Person centred knowledge and application	<ul style="list-style-type: none"> • Liaise with families / carers to develop programs that build upon existing skills and expectations of the people we support. • Maintain confidential operational records including plans for the people we support and personal profiles. • Source appropriate and specific aids and equipment to support each person with regards to any mobility and / or communication requirements. 	<ul style="list-style-type: none"> • Stakeholder involvement facilitated during the development and review of plans for the people we support, behaviour support plans and general care plans, etc. • Effective and efficient communication with families and other stakeholders facilitated. • Office of Senior Practitioner (OSP) guidelines for the development of positive behaviour support plans, functional behavioural

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	<ul style="list-style-type: none"> • Assist in the development and implementation of opportunities for people we support based on their goals, aspirations, interests and wishes. • Assist the people we support to maintain and / or create relationships with their family and friends and to be involved in valued roles in the community. • Provide people with support to meet their specific and general health requirements. • Ensure 'plans' for the people we support are reviewed on an on-going basis as per policy and procedure. • Support people with disabilities to gain skills to be able to self-advocate, and ensure privacy and personal choices are respected at all times. • Recognise, respect and respond to the rights, interests and requests of people we support and their formal and informal networks. • Respect and actively support indigenous and cultural diversity. • Ensure a person-centred active support approach to all areas of daily living of the people we support 	<p>assessments and strategies adhered to.</p> <ul style="list-style-type: none"> • Policies, procedures and legislative requirements followed to agreed standards.

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	<p>including their active engagement in the planning of all activities.</p> <ul style="list-style-type: none"> • Ensure a professional level of behaviour as per the Able Australia Code of Conduct. • Provide support within the Positive Behaviour Support framework when people we support display behaviours of concern. 	
Community engagement	<ul style="list-style-type: none"> • This position will operate under a community development framework with a focus on deafblind people and will engage in other relevant activities as appropriate and as negotiated with the Deafblind Communications Guide Coordinator. 	<ul style="list-style-type: none"> • Promote information and resource sharing between service providers. • Develop partnership and relationships with other agencies to support the delivery of services and programs. • Encourage, resource and support the participation of the young people in the identification and development of responses to issues affecting them. • Liaise with relevant groups and organisations in order to support existing initiatives and to advocate the development of new services. • Network with relevant groups and organisations in order to maintain and develop a full range of information and resources.
Reporting, documentation and administration	<ul style="list-style-type: none"> • Assist deafblind people to setup and maintain supports and contacts with natural service bodies and organisations to assist in the deafblind person's identified needs. 	<ul style="list-style-type: none"> • As directed

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	<ul style="list-style-type: none"> • Maintain accurate records and reporting information as required. • Provide shift reports on the outcomes of activities and contact with deafblind. • Prepare information relating to deafblind people they support to assist in the development of individual plans. • The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. • Undertakes other duties commensurate with the position as reasonably directed. 	
<p>Risk & Workplace Health & Safety</p>	<p>Workers must:-</p> <ul style="list-style-type: none"> • Take reasonable care of their own health & safety • Take reasonable care for the health & safety of others who may be affected by their acts or omissions • Cooperate with anything the employer does to comply with WHS requirements • Must not intentionally or recklessly interfere with or misuse anything provided at the workplace for WHS Performance Indicators • Demonstrates an understanding of and commitment to Workplace Health and 	<ul style="list-style-type: none"> • Demonstrate behaviours which reflect your commitment to RWHS • Understands and adheres for own work location and organisation premises. • Identifies and responds to them appropriately and in accordance with organisation policy and procedure. • Reports all incidents and near misses within defined timelines and following correct processes. • Records all emergencies, hazards, incidents and near misses

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	<p>Safety policy and procedures.</p> <ul style="list-style-type: none"> • Understands and adheres to emergency procedures for own work location and organisation premises. • Identifies potential risks and hazards in the working environment and responds to them appropriately and in accordance with organisation policy and procedure. • Reports all emergencies, hazards, incidents and near misses within defined timelines and following correct processes. • Records all emergencies, hazards, incidents and near misses using the Tikit reporting system. 	
<p>Quality & Continuous Improvement</p>	<ul style="list-style-type: none"> • Compliance with organisational policies, procedures and relevant work instructions. • Quality and continuous improvement activities • Continuous improvement • Improvement within own work practices • Strategic goals and objectives 	<ul style="list-style-type: none"> • Demonstrates support for and In day to day practice • Participates fully in initiatives across the organisation.as required • Promotes the culture as an integral part of core practice and supports and participates in relevant internal and external certification and auditing programmes. • Seeks opportunities and makes appropriate suggestions for organisational improvements • Use the organisation’s to focus and prioritise improvement activity

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Incident reporting obligation	<ul style="list-style-type: none"> All Workers must report any incident, Injury and/or hazard to the line manager of their work area as soon as reasonably practicable. In the event of a hazard the Worker shall take steps reasonably practicable to ensure the hazard does not become a further risk to others Once the hazard is controlled it must then be reported through Able Australia’s Incident management system “Tickit” 	<ul style="list-style-type: none"> An incident report shall be complete and submitted as soon as reasonably practicable.
Diversity & Equity	<ul style="list-style-type: none"> Diversity & equity across all areas of service delivery Inappropriate behaviour 	<ul style="list-style-type: none"> Promotes Diversity & equity ensuring legislative and organisation requirements are understood and adhered to. Challenges inappropriate behaviour ensuring action is taken
Continuous Professional Development	<ul style="list-style-type: none"> Mandatory training Professional development Planned development activities Supervision and performance 	<ul style="list-style-type: none"> Completes within defined timescales Identifies appropriate opportunities Attends and participates as required Actively participates in development and review processes
Organisation Citizenship	<ul style="list-style-type: none"> Positive working relationships Shared goals and targets Represents Able Australia Codes of conduct and dress 	<ul style="list-style-type: none"> Develops and maintains with colleagues and clients Works collaboratively in a positive and professional manner Adheres to organisation P&P

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<p>Key Selection Criteria</p>	<p><i>Knowledge:</i></p> <ul style="list-style-type: none"> • Knowledge of deafblind communication techniques • Awareness and knowledge of deafblind culture <p><i>Skills:</i></p> <ul style="list-style-type: none"> • Auslan – mandatory skills to Certificate 2 or Diploma Level for non-natural signing individuals • Ability to work in a team • Ability to work independently • Ability to write effective reports • Self-management (i.e.: time and administration) <p><i>Experience:</i></p> <ul style="list-style-type: none"> • Working with a wide variety of people with different disabilities especially people who are deafblind • Flexibility in work environments <p><i>Qualifications & Training:</i></p> <ul style="list-style-type: none"> • First Aid Level 2 • Mandatory Auslan Certificate 3 or Diploma • Australian drivers licence • Must have access to own vehicle and smart mobile phone.
<p>Organisational Relationships</p>	<p>Reports to: Deafblind Communications Guide Coordinator</p> <p>Supervises: No responsibilities for other staff</p> <p>Internal Relationships: All Able Australia staff</p> <p>External Relationships: Families, other community agencies and services</p>



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Agreement

I have read, understood and agree to comply with this Position Description

Name:

Signature:

Date:

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