

Able Australia is a recognised leader of disability services for adults and community supports for seniors. We are a diverse not-for-profit organisation offering a broad range of high quality services to enable those we support to live the life they choose.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, kindness, respect and excellence every day. We strive to provide the best quality care in a long term partnership with our clients and their loved ones, achieving '**Better Days Every Day**'.

Able's strong and purposeful growth agenda also aims to extend our core services, supporting more people with a disability to achieve better days every day.

Our passionate staff and volunteers have been proudly helping those we support to reach their full potential. We currently provide services in Melbourne, Tasmania, ACT and SE Queensland.

Position Details:

Position title:	Program Lead Lifestyle Choices
Employment Status:	Permanent - Full time
Classification:	Victorian Collective Agreement (Grade 3)
Location:	Lifestyle Choices North & East
Position reports to:	Community Service Lead
Updated:	January 2021

Position Summary

The Able Lifestyle Choices Program Lead provides support and direction to a team of staff providing a range of person centred support services, within our Day Service facilities and throughout the wider community. Clients receiving support from Lifestyle Choices have a range of physical, sensory, intellectual and psychiatric disabilities.

The Program Lead provides practice leadership to Disability Support Workers to ensure that individual plans are developed, reviewed and implemented in a manner designed to meet the emotional, social and cognitive needs of the people we support. The Program Lead helps to foster a culture committed to continuous improvement of the Able Australia work environment and provides additional administration support to the Community Service Lead

Key responsibilities areas	Capability requirements	Key performance measures
Duties and Responsibilities	<ul style="list-style-type: none"> • Promote the Day Service in a professional manner • Demonstrate commitment to high quality services for people with a disability • Ensure services are delivered to people in a manner that incorporates individual rights and diversity, interests and aspirations • Provide effective practice leadership and guidance to all staff using a hands on coaching and mentoring approach • Ensure the staffing team is focussed on achieving client outcomes identified within their Person Centred Plan. • Oversee the operation of individual and group activities under the direction of the Community Service Lead • Coordinate the preparation and delivery of individualised programs on site and in the community • Act as a role model to DSW staff and model best practice in the delivery of direct support to clients • Provide additional administration support to the Community Service Lead as directed by managers 	<ul style="list-style-type: none"> • To ensure that DSW staff conduct themselves in a professional manner at all times • Demonstrate an understanding of Able Australia's Day Services policies and procedures • Respond appropriately to situations of risk or potential risk to staff, clients and members of the public • Build and maintain positive relationships with local community facilities and services • Develop and maintain positive working relationships with colleagues and clients • Work collaboratively to achieve shared goals and targets • Represent Able in a positive and professional manner at all times • Adhere to the Codes of Conduct at all times • Demonstrate the ability to implement the Able Australia Practice Model of Support to develop individualised service plans for each client • Ensure that services and support is delivered to all clients within a human rights and person centred active support framework, utilising principles of Positive Behaviour Support • Be responsive to changing client circumstances as part of service delivery • Meet individual needs, interests and aspirations in the least restrictive manner possible • Administer medication to clients according to policy and procedure • Follow management instructions, direction and operational plans at all times • Under instruction, complete PCP, BSP, RIDS related activities • Ensure all client related documentation is kept up to date at all times
Duty of Care	<ul style="list-style-type: none"> • Demonstrate commitment to high quality services for people with a disability • Support the rights, interests and needs of people with a disability 	<ul style="list-style-type: none"> • Adhere to all policy and procedures at all times. This includes the appropriate reporting of all client incidents and inappropriate behaviour of staff

Key responsibilities areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> Ensure the safety of all clients in the care of Able Australia 	<ul style="list-style-type: none"> Provide effective leadership and oversight to programs and services under your supervision at all times Administer and supervise the administration of client medication in accordance with Policy and Procedure
Leadership and teamwork	<ul style="list-style-type: none"> Work as a member of the team and assume a proportionate degree of responsibility for the harmony of the team Support the Community Service Lead to deliver programs and services to clients in accordance with Policy and Procedure Ensures the relevant day to day processes for the collection, use, storage and dissemination of information are followed Manage effective interpersonal relationships Provide leadership, direction and guidance to DSW staff in a consistent and professional manner Under instruction, provide regular supervision to staff Work alongside the Community Services Lead to ensure that all staff have an understanding of all policies and procedures 	<ul style="list-style-type: none"> Bring all staff grievances to the immediate attention of the Community Service Lead Contribute to the development of new programs and services Monitors the achievements of individual client goals using approved practice and procedures Effectively manage critical client incidents using approved practice policy and procedures Maintain effective client records and information management systems according to policy Maintain effective client records and information management systems according to policy Provide supervision, coaching and mentoring to all staff, including casuals and maintain appropriate records as per policy Participate in a monthly team meeting in accordance with policy and procedure Participate in all meetings and training as directed
Program Sustainability	<ul style="list-style-type: none"> Support the Community Service Lead to regularly review and monitor performance of the service in line with the agreed upon strategies Engage with families and individuals interested in receiving Able Australia Services as per policy and instruction 	<ul style="list-style-type: none"> Contribute to the development of work plans designed to support the implementation of the organisational strategic plan Report any maintenance issues
Legislative and Compliance Requirements	<ul style="list-style-type: none"> Ensures Able Australia meets all statutory WH&S requirements for the operation of Lifestyle Choices Adhere to client incident reporting policy and procedures at all times Ensure that all staff under your direct supervision adhere to client incident reporting procedures at all times 	<ul style="list-style-type: none"> Report hazards and risks as per policy Ensure that all appropriate reporting of hazards, critical client incidents, near misses are managed as per policy and procedure Maintain systems of reporting such as Carelink and Tickit as per policy Under instruction, develop appropriate BSP for clients Ensure reporting requirements for BSP and RIDS is completed according to policy

Key responsibilities areas	Capability requirements	Key performance measures
		<ul style="list-style-type: none"> Adhere to medication policy at all times Demonstrate you understand all BSP and RIDS requirements Demonstrate ability to effectively implement all appropriate BSP strategies and plans
Communication	<ul style="list-style-type: none"> Model best practice in all forms of written, verbal and non-verbal communications Articulate clear and persuasive messages about key issues when advocating and/or negotiating on behalf of clients and the organisation 	<ul style="list-style-type: none"> Deliver effective communications which are personalised to the individualised needs of the audience Deliver accurate and timely report using a range of media to communicate key messages Adhere to the Code of Professional Conduct at all times
Customer relationships	<ul style="list-style-type: none"> Assist in the review of client PCP, BSP and other documents as required Represent the organisation and promote awareness of key issues in community networks Maintain appropriate levels of Professional conduct at all times 	<ul style="list-style-type: none"> Demonstrates high-level understanding of the disability and community services sector and the work of other relevant organisations Attend meetings, forums, training sessions and conferences as required Maintain effective communications with clients, family members and guardians as per policy and instruction
Personal accountability	<ul style="list-style-type: none"> Demonstrate effective time management and prioritising skills Ensures that organisational values and behavioural expectations are clearly communicated Encourage the team to show initiative and looks for ways to work more dynamically and co-operatively. 	<ul style="list-style-type: none"> Assists the team to take proactive approaches to problem solving Meet all deadlines for completion of tasks and duties Undertake all assigned tasks appropriately, demonstrating a thorough knowledge and understanding of organisational, team and individual priorities and capacities

Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Person centred knowledge and application	<ul style="list-style-type: none"> Develop, review and maintain confidential client records including PCP's and personal profiles Provide people with support to meet their specific health requirements Ensure PCP'S are reviewed on an ongoing basis as per policy Support people with disabilities to be able to advocate for themselves, and 	<ul style="list-style-type: none"> Include stakeholders during the development and review of person centred plans, behaviour support plans and general care plans etc. Maintain effective and efficient communication with families and other stakeholders Follow appropriate plans and behaviour support strategies

Key responsibility areas	Capability requirements	Key performance measures
	<p>ensure privacy and personal choices are respected at all times</p> <ul style="list-style-type: none"> Recognise, respect and respond to the rights, interests and requests of people we support. Maintain and respect cultural differences of clients, staff and the community 	<ul style="list-style-type: none"> Ensure that DSW understand and follow appropriate client support plans Maintain electronic client records using Carelink
Risk & Workplace Health & Safety	<p>You 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 Comply with all Able Australia Policy and Procedure at all times Reports all emergencies, hazards, incidents and near misses within defined timelines and following correct processes Comply with all client incident management procedures at all times 	<ul style="list-style-type: none"> Report and record all incidents and near misses within defined timelines and following correct processes Demonstrates an understanding of and commitment to Workplace Health and Safety policy and procedures Understands and adhere to emergency procedures for own work location and organisation premises Demonstrate behaviours which reflect your commitment to Risk and WHS
Quality & Continuous Improvement	<ul style="list-style-type: none"> Comply with all organisational Policy, Procedures and relevant work instructions 	<ul style="list-style-type: none"> Participate fully in initiatives across the organisation.as required Promote the culture as an integral part of core practice and supports and participate in relevant internal and external certification and auditing programs Seek opportunities and make appropriate suggestions for organisational improvements
Diversity & Equity	<ul style="list-style-type: none"> Be respectful of individual cultural differences of clients, staff and the community 	<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 as per policy
Continuous Professional Development	<ul style="list-style-type: none"> Complete all mandatory training as directed Participate in supervision and performance evaluation activities with your line manager 	<ul style="list-style-type: none"> Completes activities within defined timescales Attends and participates as required Actively participates in development and review processes
Organisation Citizenship	<ul style="list-style-type: none"> Develop and maintain positive working relationships with all stakeholders Comply with the Code of Conduct and Dress Policy at all times 	<ul style="list-style-type: none"> Develops and maintains with colleagues and clients Works collaboratively in a positive and professional manner

Key Selection Criteria	<p>Knowledge:</p> <ul style="list-style-type: none"> • Demonstrated knowledge and understanding of Person Centred Planning and Active Support principles • Understanding of NDIS • Demonstrated knowledge of Victorian Disability Legislation, including DSC and DHHS guidelines • Awareness of current best practice within the disability service area. • Awareness of and respect for the rights of all individuals • Ability to assist clients, identify needs and develop and implement programs that assist clients to meet their needs • Ability to maintain records and client programs • Ability to work as a member of a team and work autonomously <p>Skills:</p> <ul style="list-style-type: none"> • Demonstrated ability to provide practice leadership to a diverse staff team • Ability to manage and motivate teams • Ability to effectively communicate complex instructions and information to a range of stakeholders • Excellent time management and prioritising skill • Well-developed communication and interpersonal skills (written and verbal) • Ability to solve problem <p>Qualifications and Training:</p> <ul style="list-style-type: none"> • Certificate IV in Disability or related field essential • Current Police check • Current Australian Driving Licence • A current Level 2 First Aid Certificate • A current Working with Children Check
Organisational Relationships	<ul style="list-style-type: none"> • Reports to: Community Service Lead • Supervises: Disability Support Worker • Direct Reports: NIL • Internal Relationships: All Able Australia staff • External Relationships: Families, other community agencies and services

Required Performance

This position description broadly outlines the requirements of the role. All Able Australia positions must also demonstrate an understanding and adherence to all relevant Able Australia policies and procedures and must successfully complete Able Australia's pre-employment online training program. All Able Australia staff also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____

Date: _____