

## POSITION DESCRIPTION

<b>Position:</b>	Day Programs Supervisor
<b>Classification:</b>	Part Time
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010
<b>Qualifications:</b>	Certificate 3 in Individual Support (Disability) or Certificate IV in Disability Studies (or equivalent), previous experience in personal support and staff supervision are desirable but not essential
<b>Probationary Period</b>	Six Months - Employees in this position must be prepared to participate in training to enhance their capacity to perform their duties. Employees are also required to train newly appointed staff within their respective programs.
<b>Hours &amp; Days of Work:</b>	Monday - Friday
<b>Salary &amp; Entitlements:</b>	Level 3 Salary Packaging benefits
<b>Reporting Structure:</b>	Report directly to the Day Programs Coordinator
<b>Primary function:</b>	<p>To provide <b>staff supervision</b> to day program staff in their day to day work.</p> <p>To <b>empower participants</b>, according to their individual needs and goals, within day programs; enriching the lives of individuals by promoting choice, inclusion and achievement.</p> <p>To provide <b>support to participants</b> with improved relationships/ friendships, health and wellbeing, learning, life choices, daily living and community participation. Support to be provided in line with the organisation's core values of participant focus, empowerment, respect, inclusion and learning.</p>
<b>Important Information:</b>	Southern Stay has offices in Warrnambool and Hamilton. On occasion travel between locations may be required.
<b>Specific Duties:</b>	<ol style="list-style-type: none"><li>1. Assist the Program Coordinator in <b>program planning</b> (including a scheduled timetable of activities) and <b>participant assessment and reviews</b> to ensure participant goals are being met.</li><li>2. Contribute to quality improvement activities including <b>accreditation audits</b> and seeking <b>participant feedback</b>.</li><li>3. Ensure and maintain a safe and hygienic work environment in accordance with <b>WH&amp;S</b> standards. Ensure workplace risks are reported. Contribute to high level infection control, utilizing appropriate personal protective equipment.</li></ol>

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### Direct Support

4. Work collaboratively with participants to provide **person centered active support** in accordance with participant's individual needs and goals, Southern Stay Policies and Procedures, Legislation and industry guidelines e.g. NDIS Practice Standards, Child Safety Standards, NDIS Code of Conduct, Zero Tolerance etc.
5. Support, engage and motivate participants in the activities of **daily living** to promote independence, inclusion and capacity building. This includes **person directed decision making**, house hold duties, meal preparation and assistance, attending appointments, educational, community and recreation activities
6. Provide **personal care** according to individual needs in a manner that demonstrates respect of participants' rights, privacy, identity, culture, gender and sexual orientation.
7. Promote and support **friendships and social connections**.
8. Observe and respond flexibly to participants' **changing needs**.
9. Provide a safe environment for participants. Take action where any participant is experiencing **discrimination, exploitation, neglect, abuse or violence**
10. **Communicate** with participants in a way that is clear, inclusive, respectful and on the individual needs of participants.
11. Provide supports according to the **positive behaviour support framework** and individualised support plans
12. Provide high complex care, including manual handling, and **high intensity supports** according to individual needs, training and personalised plans.
13. Use mechanical aids and equipment (eg: hoists, slings and slide sheets), as applicable to assist with mobility and transfers of residents/participants
14. Administer **medication** in accordance with Southern Stay policy and procedure
15. Promote and encourage good **health, nutrition and wellbeing**
16. Respect, maintain and support the **rights, privacy, confidentiality and lifestyle** of residents/participants and family.
17. Support participants to 'speak up' particularly in regards to concerns, complaints and incidents (**self-advocacy**).
18. Empower participants to develop their independence and personal goals by maintaining a professional relationship (**professional boundaries**).
19. Develop cooperative, trusted and respectful working relationships with the participant's support team. This may include family, friends, advocates, paid supports and mainstream or community services.
20. **Communicate** to the Program Coordinator any changes to participants' support needs. Participate in the review of participant supports.
21. Maintain organisational **administration and documentation requirements** in accordance with Southern Stay policy and procedure (e.g. incident reports, participant records)
22. Participate in staff **supervision, development, training and attend meetings** as required.

### Staff Supervision

23. **Provide supervision** to a limited number of **staff and students** in their day to day work. This includes undertaking **annual performance reviews** of staff.
24. Assist the Program Coordinator with **staff recruitment and rostering**
25. Address **staff grievances** in consultation with the Program Coordinator.
26. Work with the Program Coordinator to deal with **formal disciplinary issues** within the work area, if required.
27. Ensure understanding of your **capabilities, role and impact**. Maintain a high level of self-awareness, work within your capabilities and look after yourself
28. Contribute to the agency **emergency on call roster**

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29. Undertake **higher duties** for the program Coordinator, when required.
30. Other appropriate duties as directed by the Program Coordinator or Operations Manager

### Key Selection Criteria

#### **Mandatory Requirements**

- NDIS Worker Screening Check (*or be prepared to obtain*)
- A current Victorian Working with Children Check (*if required*)
- Current Australian Drivers Licence
- Level 2 First Aid (*or be prepared to obtain*)
- Access to a mobile phone (*with internet access*)
- COVID19 Vaccination

#### **Professional Experience**

- Demonstrated experience and/or interest in working with people with a disability, families, service providers, advocates and/or other stakeholders (Desirable)

or

- Previous experience in a relevant industry or service (e.g. aged care, child care) OR an equivalent level of expertise and experience (Desirable)

#### **Skills/Key Attributes**

- A positive attitude towards the rights of people with a disability. A commitment to real choice, community inclusion and supporting people to achieve their goals. Empathy and understanding of the needs and challenges facing people with disabilities and their families/guardians.
- Well-developed **interpersonal skills** and the ability to build relationships with all stakeholders. This includes the ability to liaise with participants, and/or their families/guardians and other stakeholders.
- Personal **initiative** including an ability to identify and introduce improvements to processes.
- **Problem solving skills**. An ability to successfully troubleshoot problems arising in the day to day operations of the programs. A pragmatic and prompt decision making capability when confronted with complex issues. The ability to remain calm during difficult situations.
- A commitment to **teamwork**. To work as part of and contribute to a team. To work within the guiding principles of trust, respect, being approachable, continuous improvement and teamwork
- An ability to work **independently** as well as part of a team.
- Well-developed **organisational and time management skills**. An ability to effectively organise tasks and meet deadlines.
- **Digital literacy** including an ability to use emails, Microsoft Office Suite and Client/HR Management Systems.
- Effective **written and verbal communication skills** and a demonstrated ability to prepare reports and case notes.
- Understanding of basic book keeping and **financial management**
- Being **open to learning**
- Being able to manage personal **stress** and carry out all **physical aspects** of the position
- A strong sense of **accountability and confidentiality**
- **Adaptability** – being comfortable working in an environment of ongoing change.

The ability to maintain confidentiality and privacy is essential.

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INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending		√	
Computer based tasks	√		
Driving		√	
Kneeling		√	
Lifting		√	
Sitting	√		
Standing	√		
Walking	√		