POSITION DESCRIPTION

Position Title:	Child and Youth Services Support Professional
Department:	Operations
Immediate Manager:	Team Leader
Manager One Removed:	Operational Manager

The Organisation

OAK Tasmania (trading as OAK Possability) is a state-wide Tasmanian non-profit organisation, providing a range of quality individual and flexible support options, supported accommodation, employment and training, respite and intensive support for people with disability and children and young people with a history of adversity.

OAK Tasmania (trading as OAK Possability) has a vision for a world where everyone has the opportunity to pursue their potential. We are catalysts for change in the broader community and in the lives of the people we serve. We believe that freedom and independence are fundamental human rights. Through our actions and conversations we are champions for inclusion.

OAK Tasmania (trading as OAK Possability) is committed to providing a quality service designed to be responsive and flexible to individual needs. We do this by removing barriers, increasing options, developing skills and lobbying for change to enable people to achieve their personal goals and achieve their vision of a good life.

Position Purpose

To provide clients with high quality support and care that addresses individual needs, and enhances independence, abilities, community participation and/or quality of life in support of the client's individual goals and aspirations.

Operating Context

At this level a Support Worker provides direct care assistance for OAK Possability clients and their families.

Within the defined limits of this role and for a defined period of time a Support Worker at this level, may be required to provide limited guidance to a limited number of employees of a lower classification (including work allocation) as part of the delivery of support services.

Within the defined limits of this role and for a defined period of time, a Support Worker at this level may also be required to provide limited guidance to a new employee being inducted into the workplace who may be of the same or lower classification level.

Autonomy

This position reports to the immediate supervisor of the relevant program in which the Support Worker is working. The performance of this position is subject to guidance on a day by day basis from the immediate supervisor.

This position is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established methods, standards, procedures and/or guidelines.

Roles and Accountabilities

1. Provide a quality physical, emotional and social support service to Out of Home Care clients.

2. Assist clients to acquire emotional self-regulation skills by contributing to the development and implementation of appropriate and effective behavioural support programs, designed to enable clients to reach their maximum potential and enhance their quality of life.

3. To assist and oversee the initiation, development, implementation and evaluation of programs designed to assist individuals develop goals and attain/maintain skills in a broad range of areas in order to enhance that individual's quality of life.

4. Assist clients to plan and budget their finances and to develop skills which will increase their independence with their personal finances.

5. Maintain client records, written communication and daily file notes to the standard prescribed by Oak Possability's Policies and Procedures and Mandatory Reporting Guidelines.

6. Liaise with external service providers such as medical practitioners, activity centres, community and government service representatives.

7. Ensure client and family privacy and confidentiality is maintained.

8. Must be able to support clients in activities that may be contrary to the personal values of the employee i.e. religious, lifestyle choices.

9. Role model and mentor a positive culture that encourages team unity, respect and work practices that align with our Values and Code of Conduct.

10. Encourage and develop a team consultative approach to ensure consistent quality service provision and an environment where open communication is respected and valued.

11. Provide a wide range of personal care services, under general supervision, to clients either individually or as part of a team.

12. Implement client skills and activities programs under limited supervision either individually or as part of a team.

13. Assist in the development or implementation of client care and personal plans under general supervision either individually or as part of a team.

14. Administer prescribed medication where required in accordance with established policies and guidelines.

15. Monitor client's general physical condition and report changes according to organisational policies.

Generic Accountabilities – All Employees

To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life all employees are expected to:

1. To demonstrate consideration, understanding and respect for clients and their families at all times in all interactions.

2. Ensure personal and team contribution support overall team effectiveness by demonstrating a high level of commitment and efficient follow through of any tasks until completion or as otherwise agreed with the Chief Executive Officer (CEO).

3. Monitor and report performance against KPIs and take corrective action as required.

4. Consult and collaborate with colleagues, managers and subject matters experts (internally and externally) to ensure the best possible outcomes for OAK Possability.

5. Provide a safe working environment within your area of responsibility, actively participating in and supporting a 'safety first' business culture.

6. Ensure compliance with Statutory and Regulatory requirements, and our policies, processes and procedures.

7. Emulate and encourage others to adhere to, our values in all work related activities.

8. Safeguarding Children and Young People

Our organisation takes child protection seriously, and as an employee/volunteer of OAK Possability you are required to meet the behaviour standards outlined in our 'Safeguarding Children Code Of Conduct'. You will have received a copy of these guidelines as part of your induction. You can also access a copy of these guidelines in the Safeguarding Children and Young People Policy section on SharePoint.

Therefore as a part of your duties and responsibilities, you are also required to:

- provide a welcoming and safe environment for children and young people
- promote the safety and wellbeing of children and young people to whom we provide services
- ensure that your interactions with children and young people are positive and safe
- provide adequate care and supervision of children and young people in your charge
- act as a positive role model for children and young people
- report any suspicions, concerns, allegations or disclosures of alleged abuse to management
- maintain valid 'working with children' documentation
- undergo periodic 'national criminal history record' checks

- report to management any criminal charges or convictions you receive during the course of your employment/volunteering that may indicate a possible risk to children and young people.

Role Dimensions	
This position manages:	Nil reports
Expenditure Authority:	Nil
Expense Budget:	Nil
Revenue Budget:	Nil
Assets under control:	Nil

Key Performance Indicators

To be agreed upon with the one-up manager.

Relationships

Internal	**External**
Peers	Training Providers
Direct Supervisor	Industry Agencies

Selection Criteria	
Essential Qualifications and Experience	• Previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required. • Current Medication Endorsement or ability to attain. • Current Level 2 Senior First Aid or ability to attain. • Current unrestricted Tasmanian driver's licence.
Level of Expertise	• Demonstrated ability to build strong and mutually beneficial relationships using advanced communication and interpersonal skills. • Intermediate problem solving, consultation and negotiation skills. • Demonstrated ability to work effectively and make informed decisions under pressure. • Intermediate IT skills in word processing and email programs. • Intermediate written and comprehension skills.

Behaviours	• Client care commitment – consideration, understanding and respect (even if this may be contrary to personal values and/or beliefs) for the individual client and their family. Genuinely seeks to engage with the client and their family to assist the client to achieve their goals and aspirations. • Delivering Results – efficient follow through of any tasks to completion or as otherwise determined by the direct supervisor or designated employee. • Emulating Values – demonstrates, through behaviour, an alignment to and an understanding of our values and the criticality of those values to our ongoing success. • Exercising initiative and/or judgement - appreciation of the necessity to exercise limited initiative and/or judgement within clearly established procedures and/or guidelines to find positive solutions in response to identified needs. • Confidentiality – applies the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and OAK Possability.

Other Requirements

- Current unrestricted Tasmanian driver's licence.
- State-wide travel as required to meet business needs.
- Provision of a satisfactory National Police Check.
- Provision of a Working with Children Check and vulnerable people registration.
- Provision of a satisfactory pre–employment medical report.

Our Values

All of the "ways of working" flow from the following values.

Humanity: Human rights and dignity underpin all our decisions and actions. We believe that every individual has the potential to grow and the right to determine how their life will be lived.

Innovation: Driven by our commitment to excellence, we are continually learning, taking on new challenges, and constantly finding ways to excel in the dynamic world we operate in.

Accountability: We know where we are heading and why. By being efficient, effective and persistent we find ways to make things possible and deliver results.

Honour: We take pride in our work, are true to our word, honor our commitments and treat our colleagues and clients with integrity and respect.

Version Control and Change of History

Version	Effective from	Amendment
001	February 2015	Drafted by People and Culture Manager
002	26/03/2015	Reviewed and updated by People & Culture Manager
003	18/07/2016	Issued/revised by Ginger Motto (Quality Manager). Added Safeguard Children and Young People accountability criteria to Generic Accountabilities (Item 8).
004	3/10/2016	The "employer" changed to OAK Tasmania (trading as OAK Possability). Co-branded document with new OAK Possability logo.
005	02/11/2017	Added wording to reflect the change 'Safeguarding Children – Practice and Behaviour Guidelines' to 'Safeguarding Children Code of Conduct', updated date revised and version number.