**POSITION DESCRIPTION:**

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| **Position title:** | Our Choice Leader |
| **Status:** | Full Time – 38 Hours Per Week |
| **Location:** | Bendigo |
| **Classification level:** | SACS Level 3 |
| **Award** | Social, Community, Home Care and Disability Services Industry Award 2010 |
| **Reporting to:** | Direct Support Team Leader |
| **Date Approved:** | July 2022 |

# WORKING ENVIRONMENT

### Code of Conduct

All employees must abide by the Organisational Code of Conduct.

### Occupational Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations occupational health and safety policies and procedures.

### Performance Review:

A Performance Review will be conducted using the Organisations Performance Management Process.

# POSITION SUMMARY

To effectively manage the efficient operation of the Our Choice Program. This position operates under supervision within the context of the broad policy and strategic direction of the Board of ILMR in contributing to the achievement of the objectives of the organisation

# LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the employee is working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to take overall responsibility for the personal care of participants; training, co-ordinating and supervising other employees and scheduling work programmes; and assisting in liaison and coordination with other services and programmes whilst assisting in interpretation of matters for which there are no clearly established practices and procedures although this will be undertaken under general guidance of the employee’s immediate supervisor.

# SUPERVISION

An employee at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

An employee at this level will be required to supervise lower classified employees or volunteers in their day-to-day work.

# KEY TASKS AND DUTIES *(including Key Performance Indicators)*

1. Within the context of a team management environment, the Our Choice Leader has responsibility for a range of functions associated with providing supervising employees, volunteers and participants to administrative and general support to the Our Choice Group;
2. Exercise responsibility for the Our Choice group including planning, coordination and administrative tasks of the Our Choice Group
3. Provide community based, client directed facilitation and support, which may include personal care tasks. Individual privacy and dignity will be maintained at all times;
4. Liaise with external organisations to determine availability for activities and book.
5. To ensure that clients are central in service planning, provision and decision-making in accordance with their Individual Plan by empowering clients to access local community facilities, groups and networks;
6. To ensure the health and safety of employees, volunteers and participants at all times;
7. To attend relevant training and meetings as required;
8. Network to increase the profile of the Our Choice Program with a view to increasing participation
9. Field queries relating to Our Choice
10. Other relevant duties to the position as required;

***Key Performance Indicators***

* Delivery of a participant-focused program that is achieving consistently positive outcomes
* Maintain attendance levels to ensure viability of the program
* Assist with ensuring all reporting requirements are met accurately

# QUALIFICATIONS

Essential

* NIL

Desirable

* Experience supporting people with a disability
* Attainment through previous appointments, service and/or study, an equivalent level of skills to undertake the range of activities required
* An employee without formal qualifications and/or training or equivalent skills may be required to undertake relevant study or training

# OTHER REQUIREMENTS

* Exceptional written and verbal communication skills.
* Adaptability, flexibility and resilience and is able to respond positively to change.

# SELECTION CRITERIA

* Demonstrated high level customer service experience delivering excellent outcome focussed support within a person centred, self-directed approach
* High level of interpersonal and organisational skills, and the ability to use initiative in a rapidly expanding and changing environment
* Ability to write professional reports and relate positively to a wide range of people
* Ability to supervise and to take direction while being creative and problem-solve in community based recreational pursuits
* Ability to work without direct supervision, whilst maintaining a high standard of service provision.
* High-level competency with electronic systems including client management system software, Microsoft Word, Microsoft Excel, databases and e-mail.
* Punctuality, reliability, honesty, integrity, and the ability to accept responsibility

# SIGNATURES

**Signed for and on behalf of the Organisation:**

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| --- | --- | --- | --- |
| Name: |  | Signature: |  |
| Position: |  | Date: |  |

**The Employee:**

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

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| --- | --- | --- | --- |
| Name: |  | Signature: |  |
| Position: |  | Date: |  |