

Community Living Program

ROLE DESCRIPTIONS

KEY WORKER CLP TEAM

This is a full-time position, on a twelve-month contract, with possibility of extension. The role will be delivered across Brisbane North (based at Nundah) and Moreton Bay (based at Kallangur) regions. Remuneration is at a SCHCADS Level 3 (Social and Community Services Pay Scales). The SCHCADS award can be accessed here:

https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000100/default.htm

Purpose of this position:

To develop a supportive and respectful relationship with the constituent

- that is valuing of them, their needs, aspirations and abilities; and
- in which they are able to explore what is important to them.
- To work in ways which offer constituents a variety of opportunities
- to develop/maintain physical and emotional well-being;
- to develop/maintain personal meaning and personally valued roles in their lives;
- to develop/maintain meaningful and rewarding connections with friends, with intimate relationships, with family and in the community;
- to improve the social and economic conditions of their lives; and
- to feel safe and be free of exploitation.

Tasks Include:

- To inform potential constituents, their families and service providers of our service.
- To provide short and long-term ongoing individual casework, facilitate groups and engage in projects/community work.
- To provide core and/or capacity building services per NDIS plan.
- To work in a proactive outreach way in order to build and maintain working relationships with constituents and in which constituents and workers work together to extend CLP's response to the constituent's need.
- To share information with constituents about life options, e.g. relationships, sexuality, interests, work, independent living, and to encourage the development of "hopes and dreams" of how they would like their life to be.
- To support constituents in areas which inform self-awareness of abilities and a sense of control in their life:

- 'self-development skills', e.g. physical and emotional health, feeling good about self, decision making, planning;
- 'relationship skills', e.g. forming friendships, living with others, intimacy, conflict resolution; and

'doing skills' e.g. understanding contracts, budgeting, cooking, shopping, finding out information, using transport and other community resources.

- To assist constituents to develop an awareness of their right to engage in and join others in political processes and proactively support avenues to do this.
- To challenge and confront ideas and actions which place constituents at risk of exploitation or involvement in illegal activities.
- To actively link constituents with people, services and activities in the community e.g. community activities, recreation services, employment services and accommodation options.
- To work with community groups and services by providing information and training, to enable them to be more responsive to the needs/requirements of people with a learning disability.
- To work collaboratively with other organisations to respond to common issues affecting the lives of constituents.
- To work collaboratively with other members of the team in planning and implementing ways of working.
- To share, as required, administrative responsibilities e.g. taking referrals, reception duties, on-call roster, answering phones, locking up and recording at team meetings.
- To be aware of all organisational policies and procedures and to act in accordance with these.
- To evaluate, share and document practice.
- To contribute to ongoing program development.
- To avoid conflict of interest in relation to implementation of constituent's plan.

Accountability:

- Key Workers are accountable to the Co-ordinator or their nominated representative.
- In accordance with the Staff Supervision and Staff Development Policy, regular monthly supervision will occur with the Co-ordinator.
- Workers will be supported with opportunities for ongoing external supervision, training and education

Key Worker – Service Delivery Team

SELECTION CRITERIA

The successful candidate will have a demonstrated ability and/or capacity to perform the tasks outlined in the selection criteria listed. Please note – it is essential to write half a page – one-page responses for each selection criteria (with the exception of SC6 and SC7).

SC1 - A basic respect, fondness, liking and empathy for others.

SC2- A basic understanding of the National Disability Insurance Scheme (NDIS). A determination to support others to achieve their goals and a willingness to be open to trying new ways. To always support the development of people's capacity in relationship, resources, knowledge and decision making.

SC3 – A commitment to ethical practice, to reflection, to ongoing learning.

SC4 – A willingness to challenge oneself and one's own limitations as a worker.

SC5 – A commitment to initiate and maintain effective working relationship with other staff and stakeholders.

SC6 – A current driver's license, own car, eligibility for blue card and yellow card with concurrent exemption.

SC7 – Social Work or Human Service degree preferred.

In responding to Selection Criteria, please **use examples of work** that you have been involved in.

Applications in writing to:

Co-ordinator

C.L.A. Inc

5 Nundah Street

NUNDAH QLD 4012

Or emailed to: reception@communityliving.org.au

Applications close 9am Monday 2 March 2020

The application is to include the following:

- *A brief letter stating the position title of the vacancy you wish to apply for, your name, address and phone number.*
- *A resume/curriculum vitae*
- *Your response to each of the selection criteria. Applicants who do not address all selection criteria will not be considered. We suggest a half page to one-page response to each criteria (apart from SC6 and SC7).*
- *The name, positions and phone number of at least two (2) referees who can comment on your abilities regarding the selection criteria.*

Community Living Association

POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 4.3 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.

RELATED DOCUMENTS

- 10 Phrases you hear in resilient families - <S:\Publications, Community Education and Research\Research Articles, resources\Self Care\10 phrases you hear in resilient families.docx>
- 10 Reasons You Should Stop Working Long Hours Today - <S:\Publications, Community Education and Research\Research Articles, resources\Self Care\10 Reasons You Should Stop Working Long Hours Today.docx>
- Self Care Plans and Well Being Scales - <S:\Publications, Community Education and Research\Research Articles, resources\Self Care\self care plans and well being scales.pdf>
- SMART Selfcare Template - <S:\Publications, Community Education and Research\Research Articles, resources\Self Care\SMART self care template.pdf>
- Top Up Sheet - <S:\Publications, Community Education and Research\Research Articles, resources\Self Care\Top Up Sheet - Healthy Mind Platter.pdf>
- Vicarious Trauma - <S:\Publications, Community Education and Research\Research Articles, resources\Self Care\vicarious trauma.pdf>
- What About You A Workbook For Those Who Work With Others - <S:\Publications, Community Education and Research\Research Articles, resources\Self Care\What About You A Workbook For Those Who Work WithOthers.pdf>
- 10 Resilience and Bounce Back - <S:\Publications, Community Education and Research\Research Articles, resources\Self Care\10 resilience and bounce back.pdf>