
JOB TITLE Participant Engagement and Support Worker

DATE 30 June 2020

REPORTS TO Options & Connections Manager
Options & Connections Coordinator
Options & Connections Team Leader

JOB DESCRIPTION

Purpose of role To assist service users to reach their individual goals by providing case management, supervision, training and support
Core objectives include:

Main duties and responsibilities

- Provide case management, training, support and direct care to assist individuals to achieve personal goals set out in their individual program plan.
- Provide support to service users in a way which encourages independence and skill development, follows Positive Behavior Support strategies and complies with relevant guidelines and legislation. Maximise engagement and interaction with service users as
- Achieve targets set by funding bodies and Encompass Community Services Inc.
- Complete administration tasks on behalf of Encompass Community Services Inc. including reports, tenders and other administrative duties as directed. Maintain case file notes and data bases.
- Participate in program development associated with the growth and needs of participants. Pass on ideas and feedback about potential program development to Manager or delegate, including any feedback communicated by key stakeholders.
- Attend all meetings required, associated to the business of Encompass Community Services Inc.
- Support Encompass Community Services Inc. in all current and new business for example participating in functions, meetings and performing alternate tasks. Promote a positive image of other Encompass service areas where relevant.
- Participate in training and other opportunities provide by Encompass Community Services Inc. management to develop skills and knowledge and increase professional development.
- Direct and support casual staff, volunteers and students as required.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none">• Certificate IV in Disability Studies or willingness to gain• Certificate II First Aid & CPR
Experience	<ul style="list-style-type: none">• Experience in a similar role desirable
Knowledge	<ul style="list-style-type: none">• NDIS Quality & Safeguards Commission• NDIS Code of Conduct
Skills & competencies	<ul style="list-style-type: none">• Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.• Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.• Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.• Commerciality: ability to apply knowledge in a practical, commercial manner.• Teamwork: willingness to assist and support others as required and get on with team members.• Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.
Personal attributes	<ul style="list-style-type: none">• Professional approach.• Ability to work under pressure.• Organisational and time management skills.• Excellent attention to detail.• Confident manner.• Positive approach to change.
Other	<ul style="list-style-type: none">• It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc.• It is the responsibility of each individual to meet personal, divisional and organisational deadlines.• It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.• It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.• It is expected of staff members that they create opportunities to connect clients of Encompass with the wider community in a setting which does not segregate. When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.• It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor• It is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedures

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.