

POSITION DESCRIPTION

Position Title: **Community Inclusion Officer**
Classification: Social and Community Services Employee - Level 3
Employment Status: Fixed Term Contract – 12 Months
Department/Program: Personalised Support
Report to: Team Leader - Personalised Support
Location: The role is primarily based at 67 Sutherland Road, Armadale, however in servicing this position the employee may also be required to work at other locations.
Issued: 18/05/2021

I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:- driver's license status (if applicable); police check or DWES status or the capacity to fulfil the inherent requirements of the role.

_____ Employee's name	_____ Employee's signature
date: / /	date: / /

SALARY

The classification applicable to the position is Level 3 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

POSITION OBJECTIVE

The Community Inclusion Officer role has primary responsibility for locating, implementing and developing community inclusion opportunities for people with an intellectual disability.

This role will involve creating and successfully implementing opportunities for people with disabilities to be included in typical day to day activities which reflect the ordinary rhythms and patterns of life as experienced by other members of the community without disability.

The Community Inclusion Officer will support people with disabilities in the attainment of valued roles where potential, self-esteem, contribution and relationships can all be developed.

As this is a new position, the Community Inclusion Officer will be expected to contribute to the further refinement and design of the role.

KEY RESULTS AREA – PARTICIPANT KNOWLEDGE

Responsibilities and Duties	Key Performance Indicators (KPI's)
Understand participants and their goals/aspirations /needs	<ul style="list-style-type: none"> • Understand the goals, needs and attributes of participants • Develop relationship with service users, their families and/or committed others • Ensure clear goals established with participants, Team leader and Support Coordinator as required • Assist with documentation of specific goals • Refer to advocacy support for service users where required / requested where there is disagreement on goals

KEY RESULTS AREA – COMMUNITY DEVELOPMENT

Acquire local knowledge of geographic area/s & build networks with businesses, organisations & community partners.	<ul style="list-style-type: none"> • Develop knowledge of local area, its people, cultures, activities and featured locations • Develop a network of appropriate key organizations, businesses and community personnel within the area • Build relationships with stakeholders • Establish relationships with relevant local authorities that may assist with community inclusion.
Locate appropriate opportunity.	<ul style="list-style-type: none"> • Develop relationships/contacts with specific businesses, local authorities, community groups that may suit participant • Locate and secure relevant opportunity • Ensure a smooth introduction of the person by providing information/training regarding process and timeline of events to personnel at opportunity • Arrange trial.
Establish new opportunity for participants.	<ul style="list-style-type: none"> • Design inclusion plan for participant including tasks, roles, learning the organisational culture and expectations. • Craft individually tailored roles as required • Set up routine with participant • Identify and commence valued roles • Provide support to facilitate physical and social inclusion • Model inclusive practices to others in environment & provide initial training and support to community members to enable the development of natural supports.

KEY RESULTS AREA – COMMUNITY DEVELOPMENT (continued)

Responsibilities and Duties	Key Performance Indicators (KPI's)
<p>Ensure Direct Support Professionals are adequately oriented to maintain and enhance established opportunity.</p>	<ul style="list-style-type: none"> • Liaise with Resource Coordinator to ensure compatible staff are assigned and services commenced in accordance with an agreed timeframe • Ensure all staff are oriented to each participant in accordance with Inclusion Melbourne policy • Ensure adequate handover to DSP as required, including shadow shifts where necessary • Remain available to provide Interactive (in-situ) support & staff training as delegated by Team Leader • Remain as primary contact/liaison for opportunity personnel • Support the further development and extension of established community opportunities.
<p>Support the professional development and performance of an allocated team in consultation with Team Leader Personalised Support.</p>	<ul style="list-style-type: none"> • Conduct performance reviews for allocated staff in consultation with TLPS. • Provide generalist guidance to an allocated team regarding core organisational goals for participants • Assist the TLPS to arrange and deliver team training and development • Take on rostered out of hours On Call duties as required

KEY RESULTS AREA – REPORTING

<p>Ensure day to day regulatory compliance and adherence to organisational policy and procedure.</p>	<ul style="list-style-type: none"> • Ensure all files, notes and documentation is maintained and updated in accordance with organisational policy, including CPO's and other documentation as required • Monitor risk within Community settings • Assist to monitor, review and evaluate the effectiveness of the community development activities undertaken • Participant data is entered into Enrite as required • Prepare service / data reports as required.
<p>Promotion of the abilities of people with a disability and Inclusion.</p>	<ul style="list-style-type: none"> • Provide relevant information on people with intellectual disability to promote participation and inclusion and the benefits of inclusive communities • Maintain productive and open communication channels with all stakeholders and undertake engagement with communities in a climate of mutual respect and cooperation • Provide formal and informal education to local people & organisations, including delivery of written materials, presentations and informal talks and advice.

KEY RESULTS AREA – OUR TEAM

Responsibilities and Duties	Key Performance Indicators (KPI's)
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Staff Engagement	<ul style="list-style-type: none"> • Participates in regular supervision and performance reviews. • Contribution to the recognition of opportunities for process improvement, and to propose and subsequently implement approved changes to process.
KEY RESULTS AREA – OUR TEAM (Continued)	
Responsibilities and Duties	Key Performance Indicators (KPI's)
Teamwork	<ul style="list-style-type: none"> • Attends and participate in relevant meetings • Contributes to the development of the team ensuring communication is positive and effective • Models high standards of teamwork • Openly supports and respects diversity within the team • Works with team members to assist in planning and achievement of timelines, goals and outcomes • Proactively supports other team members.
KEY RESULT AREA – Customer Experience	
Responsibilities and Duties	Key Performance Indicators (KPI's)
Demonstrates an upholds IM Values	<ul style="list-style-type: none"> • Values of Inclusion Melbourne are incorporated into daily work practices.
Customer Service (Internal & External)	<ul style="list-style-type: none"> • Models & provide excellent customer service to all stakeholders • Feedback from all stakeholders is complimentary • Low level of complaints from all stakeholders • Able to articulate a comprehensive knowledge of all aspects of Inclusion Melbourne's services • Represent Inclusion Melbourne at regional networks and forums, as relevant
Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.	<ul style="list-style-type: none"> • Positive customer feedback • All communication is positive and effective.
KEY RESULTS AREA – OTHER	
Responsibilities and Duties	Key Performance Indicators (KPI's)
Maintain and monitor a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> • Ability to assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and the ability to implement risk mitigation strategies
Maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour.	<ul style="list-style-type: none"> • Workplace free from discrimination & harassment.
Training & Development	<ul style="list-style-type: none"> • Attends relevant training • Demonstrates positive initiative and takes opportunities to increase skills • Active participation in supervision meetings • Feedback is accepted in an open and receptive manner.

ORGANISATIONAL RELATIONSHIPS

<u>Reports to:</u>	Team Leader, Community Development
<u>Supervision:</u>	Direct Support Professionals
<u>Internal Liaisons:</u>	Personalised Supports Support Coordination Community Support Team Administration & Finance staff
<u>External Liaisons:</u>	People supported by Inclusion Melbourne, their families and/or carers National Disability Insurance Agency Non-government organisations External service providers Specialist agencies and services Members of the public Contracted professionals

ACCOUNTABILITY

Accountable for the delivery of high quality person centred services to participants through the design and implementation of individually crafted community inclusion opportunities.

This will be achieved through:-

- Specialist skills in individual community development and inclusion
- Setting priorities and monitoring work flow
- Providing expert advice to employees classified at lower levels and volunteers
- Effective and efficient communications with all stakeholders
- Exercising judgement and initiative where policies and procedures are not clearly articulated
- Undertaking duties that require knowledge of procedures, guidelines and statutory requirements relevant to the organisation.

EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

In order to achieve the duties and responsibilities of the position, the Community Inclusion Officer is expected to:-

- exercise a degree of autonomy within objectives and budget
- undertake a variety of tasks of a specialised and/or detailed nature under general direction
- exercise professional judgement
- provide specialist technical advice
- establish priorities and monitor work flow in areas of responsibility
- use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem solving skills
- not commit the organisation to any obligations beyond the scope of the duties
- alert management of any potential issue or crisis.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). Visit Inclusion Melbourne's website, staff portal page for further information.

The contract is fixed term: 6 months duration with potential for ongoing employment. Some out of hours work and travel may be required.

QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Melbourne has adopted a Quality Management program that incorporates continuous, incremental improvement in all services provided to external and internal stakeholders, and in all associated policies, processes and procedures.

All staff members are required to display commitment to, and to participate in, the Quality Management program by constantly striving to introduce improved practice and efficiency in the performance of their duties in order to ensure the continuous improvement of the organisation.

KEY SELECTION CRITERIA:

Essential:

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisation's strategic directions
- Proven ability to secure valued community opportunities for people with intellectual disabilities
- Proven community development skills and ability to develop relationships and community networks to enhance individual opportunities for participants
- Strong communication and marketing skills with the ability to liaise effectively with community organisations, businesses, participants, families and IM team members
- Ability to apply knowledge and experience regarding optimal person centred service design and strategies for enhancing acceptance and inclusion of people with disabilities in mainstream community
- Knowledge and experience in the application of Social Role Valorisation, Positive Behaviour Supports and Active Support as it pertains to supporting adults with intellectual disability in personalised community based supports
- Excellent interpersonal skills and demonstrated success in working effectively with a diverse range of people
- Time management skills including managing work demands & prioritisation of competing tasks
- Demonstrated ability to problem solve using innovative solutions
- Victorian Drivers' Licence and access to a vehicle.

Desirable:

- An appropriate tertiary qualification or other formal qualifications with substantial work experience related to inclusive person centred service design and delivery
- Exceptional interpersonal and teamwork skills and the ability to work both collaboratively and independently
- Exceptional Microsoft Office skills and substantial experience managing a client relationship database
- Sound written and oral communication skills, including the ability to communicate effectively with a range of stakeholders
- Sound understanding of Occupational Health and Safety
- Commitment to further mature understanding and knowledge of person centred and inclusive practice.
- Sound knowledge of NDIS

VISION, MISSION & CORE VALUES

Our vision is for people with intellectual disability to live in an inclusive community, where everyone has the same opportunities to participate in community life and to take their place in society as respected citizens.

Our mission is to provide people with every opportunity to do the things they want to do, with the people that matter to them, in accepting and inclusive communities.

Integrity

“To consistently act on sound moral principles”

We will act with integrity by:

- Being respectful
- Doing what we say we’ll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

“The inherent ability or capacity for growth”

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

“A single person regarded as a unique personality, distinguished from others by special qualities”

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

“A significant connection existing between people and communities”

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

GENERAL INFORMATION & CONDITIONS OF EMPLOYMENT

ABOUT INCLUSION MELBOURNE

Inclusion Melbourne is a uniquely innovative organisation based in Armadale and Sunshine that supports people with a disability in personalised community arrangements. At Inclusion Melbourne we have a vision for people with intellectual disabilities sharing the benefits of living in and contributing to the broader community. We want to give people the opportunity to realise their potential, build long-term freely given relationships and be welcomed as equal and respected citizens.

How you will be measured in your role

All staff are subject to an annual performance appraisal and at other set times during the year. The performance appraisal will be completed in relation to your position description and the delivery of your KPIs (Key Performance Indicators). The responsibilities, duties and KPIs for your role are defined and listed in your position description.

A performance appraisal form is to be completed in collaboration with your manager.

The performance appraisal process has four components:-

- **Part 1 – Key responsibilities & KPIs: to measure competence** in all Key Performance Indicators as required by the role (and identified in the position description)
- **Part 2 – Current agreed action plan:** to identify goals and opportunities for improvement that allow you to fulfil individual and organisational objectives
- **Part 3 – Training & development opportunities undertaken since last appraisal**
- **Part 4 – Development & training plan for next twelve months**
- **Part 5 – Employee’s overall comments on the session**
- **Part 6 – Supervisor’s overall comments on the session**

TRAINING AND DEVELOPMENT

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. All IM staff will also be required to show others how the systems under their control operate.

OCCUPATIONAL HEALTH, WELFARE AND SAFETY

The Inclusion Melbourne Board and Management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

POLICIES AND PROCEDURES

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality management system. It is expected that all staff familiarise themselves with the organisation's policies and procedures.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer Conditions of Employment policy.

PROBATIONARY APPOINTMENT

In accordance with the provisions of the Fair Work Act and Regulations, a six month probationary period will apply, to relevant positions.

SUPERANNUATION

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

SALARY PACKAGING

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – customerservice@accesspay.com.au
- Fax – 1300 361 498

LONG SERVICE LEAVE

Long Service Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions

of Employment policy.

ANNUAL LEAVE

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

PERSONAL/CARER'S LEAVE & COMPASSIONATE LEAVE

Personal/carer's leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

CEREMONIAL LEAVE

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

PARENTAL LEAVE

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

PURCHASE ADDITIONAL LEAVE

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

DESIGNATED BREAKS

It is a long established custom and practice of Inclusion Melbourne to shut for business on the day before Melbourne Cup Day and over the Christmas/New Year period. A calendar will be developed by the Chief Executive Officer (or delegate) noting designated breaks and public holidays and distributed to all staff each year.

TERMINATION OF APPOINTMENT

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee.

The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week's notice.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

SMOKE FREE WORK PLACE

The organisation has a “No smoking” policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisation vehicles.

CRIMINAL RECORD CHECK

A criminal records police check must be undertaken prior to employment for all persons who are the preferred applicants for all positions. An unsatisfactory assessment may result in the applicant not being appointed. Appointment is subject to a satisfactory police check. An applicant who refuses to complete the appropriate forms will not be appointed.

OTHER EMPLOYMENT OR CONFLICT OF INTEREST

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer’s prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne
- (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- results in you using confidential information
- (e.g. client contact details) for competitive purpose or personal gain;
- otherwise adversely affects Inclusion Melbourne; or
- effects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

RETURN OF DOCUMENTS & PROPERTY

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

USE OF PRIVATE VEHICLES FOR WORK RELATED ACTIVITIES

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work related nature of the vehicle usage.

RISK MANAGEMENT – ALL STAFF

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

EQUAL OPPORTUNITY & DIVERSITY

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti- Discrimination

legislation. We encourage young people, people with disability, Aboriginal and Torres Strait Islander people and people from culturally diverse backgrounds to apply for vacant positions.

PRIVACY, SECURITY AND CONFIDENTIALITY

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support, employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate, complete and up-to-date.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.