



## Position Description

<b>Position Title:</b>	Program Leader - Disability Support Services
<b>Salary &amp; Conditions:</b>	FamilyCare Enterprise Bargaining Agreement
<b>Department:</b>	Disability Support Services
<b>Direct Report To:</b>	Practice Manager – Disability Support Services
<b>Responsible For:</b>	Provision of support to Disability Clients
<b>Performance Review:</b>	At three months, then annually thereafter.

### FamilyCare Vision

Strong families and communities.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira. FamilyCare's activities include child and family services, men's services, carer and disability support programs and community development.

## Key Selection Criteria

### 1. Qualifications

#### Essential

- Tertiary qualifications in Disability, Social Work, Community Development or other Health, Community or Welfare disciplines or equivalent.

### 2. Skills, Knowledge and Experience

#### Essential

- Understanding of privacy and confidentiality obligations. Good knowledge and understanding of relevant legislation e.g. Disability Act, Child Safe and NDIS.
- Experience or knowledge regarding the Disability Services Sector and associated issues.
- Experience in development and delivery of group or community-based activities for children or young people with disabilities.
- People management and interpersonal skills including well developed verbal and written communication.
- Experience in program development and project management.
- Well-developed internal and external networking and consultation skills.
- Computer literacy including the basic Microsoft Office.
- Ability to prepare and deliver reports or presentations.

### Desirable

- Knowledge of the local community service environment.
- Well-developed negotiation and advocacy skills.
- Experience in or understanding of community development.
- Ability to work independently and as part of a multidisciplinary team.

## **3. Program Leader Disability Support Services – Information**

### Aim of Service

FamilyCare Disability Support Services essentially aims to provide information, support and respite to families of children or young people with a range of disabilities including physical, intellectual or sensory disabilities, developmental delays, acquired brain injuries, autism spectrum disorders or mental health issues.

FamilyCare works with many other disability and community support agencies to offer our clients and their families a range of services and activities that are currently not available to them outside the metropolitan Melbourne area.

Over the past fifteen years, our program has grown to become one of the most prominent Disability Recreation Service providers in the Hume region and is the only respite provider in the region to focus specifically on the needs of children and young people with disabilities and their families.

While this role is primarily focussed on interaction with carers and families of clients involved with the program, the role also involves undertaking direct facilitation of recreational activities for children and young people with disabilities which would include working with and supervision of casual and volunteer personnel involved in the program.

Aspects of Community Development work will also be a major part of this role, networking and working with other local service providers, organisations, and schools to provide optimum support and raise awareness of the issues faced by people with a disability and their families.

## **4. Key Performance Responsibilities**

### **4.1 Service Delivery**

- Ensure the efficient and effective coordination and implementation of Disability Support Services to FamilyCare clients in accordance with program parameters and organisational strategic directions.
- Undertake assessment, support and service coordination or delivery activities.
- Provide information, advice and support to Disability Support Coordinators and other personnel and stakeholders.
- Work with the Practice Manager Support Services to coordinate and conduct staff appraisals.
- Work positively, harmoniously and effectively with other team members to achieve service goals and service delivery excellence.
- Monitor the allocation of funding and resources within the various programs.
- Coordinate the orientation of new Disability Support personnel.
- Undertake or contribute to new program initiatives.

- Work as an effective member of the team with the ability to show initiative and take direction.
- Assist with group / individual client activities where required.

#### **4.2 Data Collection and Reporting**

- Coordinate the collection and collation of data and generate external reports.
- Develop an understanding of electronic data collection requirements.
- Monitor program data entry and provide education, feedback and reinforcement to Disability Support Coordinators.
- Provide internal reports to the Practice Manager.

#### **4.3 Representation and Advocacy**

- Attend network meetings and other related local forums or meetings.
- Actively network and provide specialist advice locally and regionally amongst other service providers to raise awareness and knowledge regarding the Disability Sector and the role of Disability Support Services.
- Coordinate and/or attend internal program and team meetings.
- Identify gaps in services available to families of children and young people with disabilities or mental illness, and advocate on their behalf when appropriate.

#### **4.4 Community Development and Education**

- Understand and apply the principles of the Social Model of Health, which aims to improve the health and wellbeing of consumers through the development of appropriate service planning and program delivery.
- Increase community awareness of disability issues and improve access to services through the provision of information, education or advocacy.
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to clients and their families or carers.
- Prepare or participate in marketing activities and media items associated with the program.

#### **4.5 Quality Improvement and Evaluation**

- Meet occupational health and safety requirements.
- Work with the Practice Manager – Disability Support Services to plan and Coordinate processes to monitor, review and evaluate the effectiveness of services delivered by Disability Support Services.
- Ensure that relevant policies and procedures are followed.
- Participate in regular supervision activities.
- Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
- Be aware of and meet relevant Quality Management System responsibilities.
- Participate in relevant evaluation activities.
- Provide guidance where required on FamilyCare's responsibilities to contribute to children's safety and wellbeing and action reports of neglect or abuse.

## **5. Current and Valid checks:**

- Drivers Licence.
- Police Check.
- International police check when applicable.
- Working with Children Check.
- Disability Worker Exclusion Scheme.

## **6. Other Information**

- Salary packaging is offered within prescribed guidelines.
- All staff and volunteers must abide by a Code of Conduct.
- FamilyCare is committed to:
  - Ensuring the safety of children
  - Respecting diversity and
  - Providing a workplace free from discrimination and harassment.