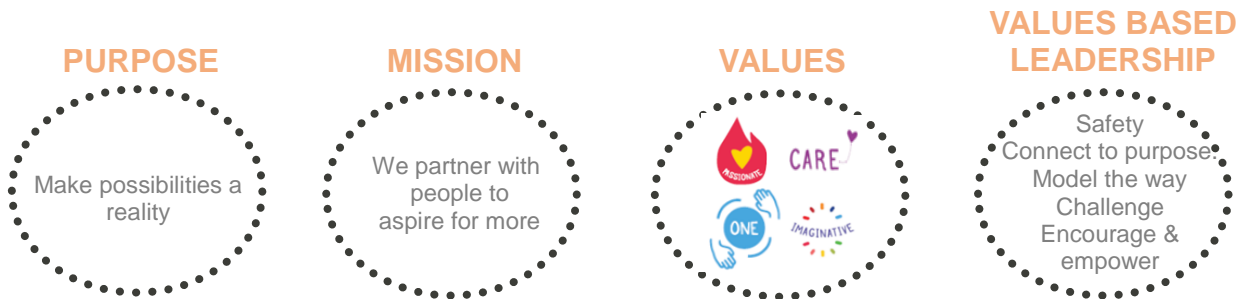


<b>Your division</b>	Service Delivery
<b>Your team</b>	Home and/or Community
<b>You report to</b>	Portfolio Manager – if you are working in Home Site Manager or Team Leader – if you are working in Community

**PURPOSE OF YOUR ROLE**

To support and engage people with a disability to have choice and control in living as independently as possible, to learn new skills that lead to independence, positive relationships and meaningful community participation and contribution.

**ORGANISATIONAL PROFILE**



**KEY SUCCESS AREAS**

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• All Endeavour Foundation staff have a duty of care and a legal obligation to ensure that they:             <ul style="list-style-type: none"> <li>○ Undertake work in a manner that is not harmful to their health and safety and the health and safety of others.</li> <li>○ Comply with the Endeavour Foundation OHS Management System requirements</li> </ul> </li> <li>• Monitor workplace conditions and report:             <ul style="list-style-type: none"> <li>○ Ideas which may improve health and safety</li> <li>○ Any work related or personal injury or illness (where it may affect their ability to work safely)</li> <li>○ Hazards and incidents including any malfunction or inadequacies of equipment. Correct minor hazards as applicable.</li> </ul> </li> <li>• Attend and actively participate in OHS and other mandatory training</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>• Support a culture of person centred practice which puts customers and their family, carers and/or guardians at the forefront.</li> <li>• Collaborate with peers and leaders to deliver the best outcomes for our customers.</li> <li>• Consult with customers and their families and or guardians to ensure they are involved in making all decisions that impact on their lives.</li> <li>• Positively promote Endeavour Foundation in the community to increase community awareness, support and loyalty to Endeavour Foundation.</li> </ul>

<p><b>OUR PEOPLE</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate the organisational Values in all interactions with your colleagues, leaders and other stakeholders</li> <li>• Be inclusive in all interactions</li> <li>• Follow appropriate reporting lines to ensure information is communicated to appropriate persons in an open, transparent and timely manner.</li> <li>• Collaboratively maintain relationships with stakeholders in order to ensure a consistent flow of communication and service delivery.</li> <li>• Comply with organisation requirements in all interactions, including policies and procedures</li> <li>• Communicate effectively with your leader and colleagues in order to solve problems and identify and implement improvements to service delivery for customers.</li> <li>• Participate in team building activities, including actively participating in the Performance Partnership to ensure individual and team performance is achieved and Endeavour's values and behaviours are consistently demonstrated.</li> <li>• Attend as directed and participate in on-the-job training and meetings and comply with Endeavour's policies and procedures to ensure knowledge and skills are adequate to fulfil operational requirements.</li> <li>• Provide on-job training and assistance to other members of the team in procedures to ensure optimal service standards are achieved.</li> </ul>
<p><b>OPERATIONAL EXCELLENCE</b></p>	<ul style="list-style-type: none"> <li>• Implement actions as identified in any Individual Support Plan, Positive Behaviour Support Plan, Nutrition plans or other plans or protocols that centre on the customers' needs and goals.</li> <li>• Follow the daily task schedule including but not limited to all aspects of activities of daily living, to ensure a safe and comfortable living environment is maintained.</li> <li>• Ensure that customer needs and their families are responded to in a timely and considerate manner.</li> <li>• Consult with customers and their family and or guardian to ensure they lead decision making in regards to all aspects of their lives.</li> <li>• Engage with customers to develop daily routines and activity schedules, aligned with their NDIS goals, which enhance their access to community and level of independence.</li> <li>• Develop connections within the person's community that support them to participate in meaningful community engagement and contribution while building relationships in their community.</li> <li>• Complete all records and documentation for each customer and handover notes with appropriate details, by the end of each shift to ensure daily support requirements are met and progress towards NDIS goal outcomes is documented</li> <li>• Carry out all tasks and functions in accordance with National Disability Industry Standards and organisational policies and procedures to ensure consistent and best practice service delivery</li> <li>• Provide an environment that is free from any form of abuse, neglect and exploitation to ensure the rights of customers are upheld and maintained.</li> <li>• Support and develop programs or activities that supports positive outcomes for customers to play a valued and respected role within their community.</li> <li>• Participate in the development and implementation of individual support plans for customers, ensuring that outcomes enhance the abilities, skills and opportunities for the customer.</li> <li>• Advise your leader of the changing needs of customers to ensure the services continually meets their changing needs.</li> <li>• Create an environment that enables customers, staff and other stakeholders to raise concerns regarding any area of dissatisfaction with service delivery</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide customers with dignity and respect in all aspects of their lives and confidentiality of all personal information is maintained.</li> <li>• Complete all administration functions in a timely manner to ensure efficient operations of the service</li> <li>• Complete daily customer support tasks, as required by the service and customer, to ensure a safe environment, including but not limited to cleaning, personal hygiene.</li> <li>• Report any incidents or matters of concern using organisational reporting systems within 24 hours</li> </ul>
<b>FINANCIAL SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>• Work within service/individual budgets and monitor and report any discrepancies to your leader to ensure appropriate records are kept and any discrepancies are identified and actioned in a timely manner.</li> <li>• Prepare and provide information to your leader in a timely manner in order for information to be gathered and collated for statistical purposes and reports.</li> </ul>

## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to proactively strive to achieve measures of success, take initiative and continuously seek to improve individual and business performance</li> <li>• Strong attention to detail</li> <li>• Demonstrated ability to be flexible and proactive with a sense of urgency to adapt to a changing environment</li> <li>• Ability to follow directions of nutrition/health, wellbeing and hygiene plans in a workplace and/or domestic setting to ensure appropriate safety and health levels are upheld</li> <li>• Ability to assist people to participate, contribute, develop relationships and live independently in their community.</li> <li>• Capability to support people to make choices and decisions to achieve their goals.</li> <li>• Ability to facilitate appropriate support for customers, taking into consideration their wishes and individual needs in a creative, innovative and flexible way.</li> <li>• Ability to successfully identify problems, develop solutions and implement these using a logical and systematic approach.</li> <li>• Ability to work both independently and in a team environment to build collaborative relationships with people supported and their families, case managers, Endeavour Foundation management, colleagues and external bodies to achieve optimal outcomes.</li> <li>• Ability to prioritise workload and multi-task, in a fast-paced environment, to ensure work commitments are fulfilled in a timely manner.</li> </ul>
<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Written and verbal communication skills, to ensure clear and concise information is developed and presented</li> <li>• Demonstrates competence in computer applications, i.e. Microsoft Suite of Programmes relevant to the role to ensure work is completed in a professional, accurate and timely manner</li> <li>• High-level verbal and written communication skills to deal with issues</li> <li>• Hold current worker screening checks at all times, as defined by legislative requirements and organisational policy</li> <li>• Hold a current First Aid and CPR certificate.</li> <li>• Certificate III or IV in Community Services – Disability Work or Aged Care (desirable)</li> <li>• Hold a current Class C Drivers Licence.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Proven experience in a customer service role within a fast paced environment</li> </ul>

