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| Companion Staff Position Description | |
| **Classification** | Social and Community Services Employee |
| **Report to** | Director |
| **Location** | Various (north/west suburbs) |
| **Issued/version** | version one. |

**Declaration***I have read and accepted this position description and employment conditions. I agree to notify the Director immediately if there is any change in my capacity to fulfil the requirements of the position.*

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| Employee’s signature | Director’s signature |
| Date: / / | Date: / / |

**About Including You**Including You is a disability support service operating in Melbourne’s northern and western suburbs. Including You provides a personalised support service, developed around the unique needs of the people we serve. This includes; carefully matching staff to the people who use our service, being responsive and flexible, taking a ‘whole of family’ approach to supports and being directed by your goals and needs.   
  
Including You is a uniquely trauma informed service, and utilises a MANDT framework to inform how we work. This enables Including You to offer high quality and evidence-based supports to those effected by trauma, who may be in crisis or have complex support requirements.  **Salary**The classification applicable to the position is in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.

**Position Objective**

Social and Community Servic**es** Employees (“Companion Staff”) are responsible for the frontline delivery of quality support services provided to Including You service recipients. Services are provided to service recipients in accordance with their individual support plan, organisational policies and procedures, the experience and skill of the staff member, and the conditions of employment as outlined in this document.

**Position Summary**

* Work directly in a person-centred manner with service recipients.
* Communicate relevant information/feedback in a timely manner with the Director.
* Uphold and promote individual dignity, independence, rights, choice and responsibilities.
* Support service recipients to develop and enhance their skills and community networks.
* Be an appropriate role model, including advocating for and promoting a positive self-image for people with a disability to attain.
* Maintain and progress activities in line with service recipients’ individual support plan and enable socially integrated community access.

**Key Responsibilities and Duties:**

* Provision of person-centred care, including but not limited to:
* Attending to personal care and hygiene needs.
* Providing mealtime assistance.
* Assisting with communication.
* Administering medication.
* Assisting with mobility, transportation and other community access needs, including manual handling/transfers when required.
* Assisting with recreational activities.
* Assisting with domestic/in-home care activities.
* Providing other support duties as required/directed.
* Develop & maintain competencies in proactive person-centred support, first aid (including cardio-pulmonary resuscitation (CPR)) and administration of medication.
* Comply with all workplace occupational health and safety instructions and requirements.
* Immediately report to the Director any instances of near misses, injuries, damage to property, health or safety hazards, and risks.
* Maintain and promote a workplace free from discrimination, harassment and bullying of any kind. Follow organisational grievance procedure to report any instances of apparent discriminatory, harassing or bullying behaviour.
* Ensure timely completion or contribution to and submission of all position-related correspondence to the Director timely, including but not limited to-
* Daily documentation such as case notes, diary notes, other communication,

e.g.: medication records where appropriate.

* Incident Reports as and when required
* Individual programmes and protocols.
* Behaviour management strategies.
* Other administration documentation as required/requested.
* Participation in personal quarterly progress and annual performance reviews in consultation with the director.
* Participate in relevant training to maintain and increase professional competencies.
* Be an effective team member who readily communicates significant issues to the Director and co-workers, fostering positive working relationships.
* Attend scheduled staff meetings and other meetings as required.
* Assist the Director and co-workers with: -
* Planning and investigation of new opportunities for service recipients.
* Assist to research and participate in developing/cultivating networks with other community groups and organisations to progress needs-based options.
* Participate in development, implementation and evaluating the appropriateness of service provision.
* Support ongoing relationship development and enhancement of personal networks.
* Participate in other duties and activities as directed.

**Extent of Authority:**

* Companion Staff need to:
  + Report in a timely manner to the Director.
  + Work as directed within their scope of practice while maintaining a degree of flexibility to genuinely meet service recipient needs, to assist, augment and enhance service recipients progress toward achieving goals, maximising opportunities for lifestyle aspirations and independence. Support workers will need to choose a course of action in line with the strategies contained in the individual support plan and that are compliant with organisational policy and procedures.
  + Escalate situational concerns to the Director if they feel they may potentially exceed their scope of practice, or if uncertain regarding the best course of action during dynamic situational occurrences such as out of the ordinary or unusual behaviours of concern (BOC)

**Key Selection Criteria:**Essential

* A strong commitment to the values of Including You, including a recognition of service recipients’ fundamental human rights and engagement in respectful conduct.
* A professional attitude, along with a strong work ethic and attention to detail.
* A willingness to try new things and be receptive to supervisor feedback and advice.
* Ability to provide supports safely by following the individual support plan and organisational policies and procedures, and by applying common sense and foresight.
* Have a drivers licence and willingness to utilise your own vehicle for work.
* Ability to effectively communicate through the use of clear and concise language, both written and oral, including the ability to write notes and reports.
* Ability to work independently, using initiative and self-direction, within scope of practice.
* Current First Aid and CPR qualifications.
* National Police Records Check.
* Working with Children Check.

Desirable

* Relevant qualifications and/or experience, such as Certificate III in Home & Community Care or Certificate IV in Disability
* Practical or theoretical knowledge of the community sector, human services and/or the National Disability Insurance Scheme.

**Conditions of Employment**

*The conditions of employment outlined in this document are consistent with the Social, Community, Homecare and Disability Industry Award 2010, the National Employment Standards (NES) and relevant legislation. The most recent copy of this document will be available on the Including You website, along with all Including You policies and procedures.*

**Mission & Values**All employees are expected to work in accordance with the mission and values of Including You. Our values underpin everything Including You does, including strategic direction recruitment and service delivery. Employees are expected to familiarise themselves with the values and model value-based behaviour at all times. Employees who do not demonstrate value-driven behaviours in their work may be counselled by the director.   
  
***Mission***At Including You, we pride ourselves on the quality of our personalised service. You can expect and will receive attentive, collaborative and quality services. We understand that people require support and assistance at different times of the day and night and adapt our service to meet their needs. Clients are not just a number to us, they are the most important people with individual needs, who will be treated with the utmost dignity and respect at all times.

***Values***

*Adaptive*Including You seek to adapt to the unique needs of the people we serve in every arrangement. The people we serve direct the services that are provided to them. Arrangements are flexible, including the time, location and manner in which services are delivered.   
  
We recognise that things change in people’s lives and respond to that with fairness and understanding.

*Personalised*

Including You provides individualised support for people with a disability to realise a life plan or reach some short term goals. Including You assists people to choose programs that meet their wants and needs. We work hard to explore all options to assist the people we serve in living the life that they choose and want. People are not generic, nor should their supports be.

*Supportive*

Including You will provide tailored support to meet the needs of the people we serve, including recreational, educational, vocational or rehabilitative supports. We match staff who have the right skills and characteristics to work with the people we serve in a way that is most likely to enable them to reach their goals.

**High Quality Services and Continuous Improvement**Including You are committed to providing an intimate and personalised service that is highly responsive to the unique needs of the people we serve. The quality of the service is driven by staff and directed by the people we serve.   
  
As a customer directed organisation, employees are expected to seek and listen to feedback provided by our stakeholders. Feedback should be openly discussed with the director, with the view to improve the way services are delivered. Where improvements are identified, staff should be proactive in taking on accountability and sharing their learnings with others.   
  
Practises of Including You are also informed by best practice and research. Employees are encouraged to seek better ways of working and should seek well-informed, evidence-based practices in their work. Employees that have suggestions are welcomed to contact their director with ideas for improvement.

**Training and Development**All employees are expected to attend a mandatory MANDT training at the commencement of their employment. Other training will be held as required and determined by the Director. Where an employee feels they require training on a certain area, they are responsible for advising the Director, who will provide training support internally or externally. **Occupational Health and Safety**Including You are committed to providing and maintaining a safe workplace for employees. All health and safety actions are drawn from the Occupational Health and Safety Act 2004. All employees are responsible for reporting any health and safety concerns to the director. The Director will take all reasonable actions to eliminate or reduce the risk of injury.   
  
Including You have a Return to Work procedure, which all employees must follow in the event of a workplace injury and/or illness.

**Policies and Procedures**Including You are guided by the Quality Framework, which outlines the organisation’s policies and procedures. Employees are responsible for familiarising themselves with these policies and procedures and acting in accordance with them. Queries or feedback relating to any of these documents should be raised with the Director.

**Probationary Appointment**For all part time and full time positions, a six-month probationary period will apply.

**Superannuation**Including You 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, employees will be required to join with the default fund selected by Including You.

**Leave**All forms of leaving including but not limited to; Long Service Leave, Annual Leave, Personal/Carer’s Leave, Compassionate Leave, Ceremonial Leave and Parental Leave will be provided for in accordance with the National Employment Standards.

**Termination of Employment**Termination of employment processes are provided for in accordance with the National Employment Standards.

*Employee initiated*Casual employees are asked to give as much notice as practical, when advising of their resignation to ensure there are adequate supports available to the people we serve. Permanent employees must give the notice period as outlined in the NES.

*Employer initiated*Including You seeks to be fair and respectful to employees where termination is required. Casual employees may be terminated at any time, however, Including You will endeavour to provide reasonable notice of termination. A breach in policy and procedure or this contract may lead to immediate termination for all employees. Permanent employees will be given the notice period as outlined in the NES.

**Right to Work in Australia**Employees must have the legal right to work in Australia. Where there are work restrictions on

an employee’s visa, the employee is responsible for advising the director and monitoring their compliance with those restrictions.

**Workplace Behaviour**Employees are responsible for ensuring their workplace behaviour is within state and federal laws, including Victorian road safety laws.   
  
In addition to lawful behaviour, employees are expected to act consistently with the values of Including You and refrain from the following behaviours whilst working:

* Smoking
* Drug-taking
* Alcohol consumption
* Rude and disrespectful behaviours

Any breach these behaviours may result in immediate termination of employment or counselling.

**Wellness for work**Employees are responsible for assessing their wellness for work prior to every shift. If they deem themselves unfit for work, they should notify the director at the soonest convenience. If the director noticed that an employee is unfit to work, they may reallocate that person’s shift.   
**Safety Screening**During recruitment, Including You undertake a number of safety screening processes including but not limited to:

* National criminal history checks
* International criminal history checks
* Referee checks
* Disability Worker Exclusion Scheme checks

The integrity of the screening relies on the prospective employee providing honest information during the process. If dishonest information is given during this process, the employee’s employment may be immediately terminated.   
  
If the circumstance of the employee changes that would affect a positive safety-screening outcome the employee *must* notify the director as soon as possible.   
  
**Conflict of Interest**During your employment with Including You, you must notify the Director if you undertake any appointment or position with another employer (paid or unpaid). The Director is at liberty to terminate your employment if the work may adversely affect you undertaking your duties at Including You.

**Privacy & Confidentiality**Including You is committed to treating people’s information with respect. This includes keeping information confidential. Staff must familiarise themselves and adhere to the Privacy and Confidentiality Policy and Procedure at all times. Staff who are in breach of Including You’s Privacy and Confidentiality Policy and Procedure ma receive staff counselling. Or where a serious breach has occurred, staff may be immediately stood down.   
  
**Equal Opportunities & Diversity**Including You is committed to maintaining a diverse workforce that reflects the diverse needs of the people we serve. Including You is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse background, including Aboriginal and Torres Strait Islanders and the LGBTIQ community.