

# Employment Support Worker\_Mylestones Solutions

**Position Title:** Employment Support Worker - Mylestones  
Solutions

**Classification:** SCHADS Award: Social and Community Services  
Employee, level 2

**Reports to:** TTW Service Coordinator

## About CPL

CPL – Choice, Passion, Life, part of the CPL Group, is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

## Our Vision

An inclusive society for all people.

## Our Purpose

To provide services for people with disability so they can lead the life they choose.

## Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

## Our Values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

## Be Here

At CPL Group, we love what we do and it shows in the way we choose to "Be here", contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

## Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

## Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

## Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

## Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

## Position Purpose

To provide a range of individual and group-based employment supports to Supported Employees, School Leaver Employment Supports (SLES) participants / Individual Employment Supports (IES) participants, that encourage and increase community engagement, economic participation and increased capacity to reach employment goals and aspirations.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

## Key Responsibilities

- Participate in developing and implementing individual and group-based employment support programs.
- Provide support and mentoring to participants that encourage a level of competence and achievement with their employment and training goals.
- Undertake and provide assistance to, participants to perform their workplace duties.
- Provide support and assistance to participants on matters of personal care as per the individual support needs.
- Effectively utilise resources to generate and optimise appropriate employment opportunities for participants.
- Provide on-site support during placement to maximise integration opportunities with co-workers.
- Maintain necessary records of service provision, including accurate reporting, and ensures that relevant information is communicated to appropriate stakeholders.
- Develop and implement appropriate equipment maintenance programs and undertake basic routine maintenance as necessary to ensure equipment is serviceable and safe for use at all times.
- Contribute effectively to identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Undertake and deliver group-based employment and training workshops.
- Identify training and development needs of participants and provide individual coaching and training as appropriate to optimise the individuals progress towards achieving each individual's potential.

- Undertakes other responsibilities as required and directed by manager or delegate.

### Supplementary Responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

### Key Customers

- Reports to TTW Service Coordinator.
- Provides support to Supported Employees, SLES and IES Participants..

### Selection Criteria

Applicants must individually address the following criteria in writing to be considered for this position:

- Demonstrate experience in supporting and encouraging individuals with disability support needs to achieve their employment and training goal.
- Ability to build key partnerships with businesses in the local community to successfully market Mylestones Solutions Services.
- Demonstrate experience in providing high quality service which supports individuals with disability support needs and the ability to develop and implement effective individualised plans.
- Effective interpersonal and communication skills.
- Demonstrated ability to exercise judgement, initiative and problem-solving skills within defined guidelines.
- Ability to effectively assess customers' needs and translate these into viable work plans and programs.
- Ability to exercise appropriate initiative and work autonomously.
- Current Apply First Aid and CPR qualifications.

### Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Current 'C' class driver's licence with regular access to a vehicle.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.
- Willing and eligible to obtain Certificate III Disability, or higher.
- Willing and eligible to obtain Certificate IV Training and Assessment.