

Service Facilitator

Position Title: Service Facilitator

Classification: Social, Home Care and Disability Services Award

Reports to: Area Manager or Service Manager

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 facilitate and administer the provision of high quality in-home and/or community access activities and services to clients with various disabilities and/or the elderly, according to the aims of the organisation and in accordance with the objectives of the Strategic Plan.

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

Disability Services

- Provide high quality support to clients in implementing, managing and maintaining their individual NDIA plans. Ensure clients are offered the opportunity and encouraged in a positive manner to make their own decisions and choices about their lives and lifestyles in line with their NDIA plans.
- Ensure individualised client plans are regularly reviewed and updated to ensure all client records are up to date and accurate.
- When required, undertake the role of case manager to ensure effective communication and coordination between services, staff and stakeholders providing support to a client.
- Provide support and assistance to clients to optimise their access to community activities and services to enable them to establish support networks within their local communities.
- When required, provide assistance to clients in managing their finances in accordance with CPL policies and procedures, and where applicable Public Trustee guidelines.
- Provide high quality supervision, support and mentoring to all direct care staff, and when required, undertake recruitment, induction, training and performance management of your team.
- Ensure a high quality service is delivered to clients by direct care staff and that all staff follow CPL's policies and procedures; and when required provide personal care support including transfers.
- Investigate client and staff incidents and maintain necessary records of service provision, including accurate reporting; ensure relevant information is communicated to appropriate stakeholders.
- Work with the Service Manager or Area Manager to manage the operational budget of the services, in accordance with CPL policies and procedures and service agreement requirements.
- Work with the centralised Shift Fill team to ensure efficient rostering management for services and when required provide a periodic on-call service in line with rostered arrangements.

- Work with the Service Manager or Area Manager and our clients when funding does not match support requirements to request a review with the NDIA.
- Undertakes other responsibilities as required and directed by manager or delegate.

Aged Care Services

- Provide high quality support to aged care clients in implementing, managing and maintaining their individual care plans.
- Ensure clients are offered the opportunity and encouraged in a positive manner to make their own decisions and choices about their services and supports for daily living.
- Ensure individualised client care plans are reviewed (in line with procedures) and updated to ensure all client records are up to date and accurate.
- Undertake the role of case manager to ensure effective communication and coordination between services, staff and stakeholders providing support to the client.
- Provide support and assistance to clients to optimise their access to the community to enable them to establish support networks within their local communities.
- Provide high quality supervision, support and mentoring to all direct care staff, and when required, undertake recruitment, induction, training and performance management of your team.
- Ensure a high quality service is delivered to clients by direct care staff and that all staff follow CPL's policies and procedures.
- Investigate client and staff incidents and maintain necessary records of service provision, including accurate reporting; ensure relevant information is communicated to appropriate stakeholders.
- Work with the Service Manager or Area Manager to manage the operational budget of the services, in accordance with CPL policies and procedures and service agreement requirements.
- Work with the centralised Shift Fill team to ensure efficient rostering management for services and when required provide a periodic on-call service in line with rostered arrangements.
- 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

- Area Manager or Service Manager
- NDIS Facilitators
- NDIA/Department of Health
- Mutual Service Providers of our clients
- Client supports – including family and advocates
- All direct report staff

- Recruitment and training teams
- BSU or Allied Health staff.

Selection Criteria

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

- Demonstrated high level experience in providing quality service which supports individuals with disability support needs and the ability to implement clients' NDIA plans to achieve their lifestyle goals and/or demonstrated high level experience in providing quality service which supports individuals who are ageing that optimises their independence, wellbeing and quality of life (dependent on the position).
- Demonstrated ability to oversee the work of direct care staff to ensure they work effectively to deliver high quality services; including high level knowledge of human resources management practices
- Highly effective interpersonal and communication skills and the ability to negotiate and resolve conflict.
- Demonstrated problem solving skills within established guidelines and ability to establish workloads, set priorities, and exercise a degree of autonomy.
- Well-developed administrative and financial management skills including demonstrated intermediate skills in computer software applications (Microsoft Office suite of programs) and a good understanding of budget management practices.
- Previous experience or the ability to quickly learn marketing and sales skills to identify service opportunities with existing or new clients.

Additional Requirements

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

- Relevant tertiary qualification and/or equivalent experience in the provision of social and community services for people with disability support needs or Aged and Community Care (dependent on the position).
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening. Current National Police Check. (Aged Care positions only).
- Current 'C' class driver's licence.
- Current Apply First Aid and CPR qualifications.
- 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.