



Community Bridging Services (CBS) Inc.

# Employment Assistant Position Description (PD18)

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REPORTS TO: **Jobnet Coordinator**

AWARD: Labour Market Assistance Industry Award 2010

CLASSIFICATION: Training and Placement Officer Pay Point 1-3

DIVISION: Jobnet Employment Program

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## OVERVIEW

Community Bridging Services (CBS) Inc. is a community based not for profit organisation. Through facilitation and encouragement CBS supports people with a disability/disadvantage to develop and enhance their independence, employment/recreation/life skills. Support includes advocating for a rightful place in the community.

CBS is funded by the Commonwealth Department of Social Services (DSS) for Disability Employment Services (DES) and other Commonwealth Departments for similar employment related services e.g. the Remote Jobs and Community Program (RJCP), now called Community Development Program (CDP).. These are collectively known as the Jobnet Employment Program (JEP) with the scope varying across regions (ESAs).

CBS is funded by Department for Communities & Social Inclusion (DCSI) State Government for Day Options and Recreation Programs.

## Reporting Structure

Employment Assistants will report to the Jobnet Coordinator for the site they are working under. This may be more than one. There may be times when Employment Assistants will report to the Senior Employment Officer.

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## AUTHORITY TO ACT

Staff will support and operate within:

- CBS Culture, Mission and Values
  - CBS policies and procedures, guidelines and Codes of Conduct, confidentiality
  - defined limits of delegated authority and budget restraints
  - Disability Services, WHS, Equal Opportunity, Disability Discrimination, Privacy ACTS and other relevant legislation, regulations and by-laws
  - contractual and standards requirements
  - Quality Management System
  - duty of care requirements and responsibilities.
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## Continuous Improvement

- Compulsory attendance to bi-monthly Staff Meetings for **full time** staff (exemption for Regional Staff).
  - Attend and contribute at site/area meetings as scheduled.
  - Identify Opportunities for Improvement (OFI) and report recommendations in a timely manner that results in improvements to the CBS Quality Management System.
  - Support development and review of all Operating Procedures and documentation to ensure compliance with current contractual obligations, standards and CBS guidelines.
  - Participate in special projects to eliminate administration burdens and develop systems to identify training requirements.
  - Participate and actively contribute to internal audits and development activities.
  - Participate in external audits as required.
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**Qualifications and Experience****Essential:**

- Department of Human Services (DHS) Disability Services Employment Screening Clearance
- Department of Human Services (DHS) Child-related Employment Screening Clearance (before 1 July 2019)/ Working with Children Check (from 1 July 2019)
- Valid Working Visa (If applicable)
- First Aid Certificate
- Maintain valid Driver's Licence.

**Desirable:**

- Child Safe Environments
- demonstrated experience in provision of direct services to people with a disability/disadvantage
- completion or willingness to complete a Certificate III in Disability Work.

**Other Conditions:**

- complete internal compulsory CBS Work, Social Inclusion & Community Development Program
- must be prepared to relocate within the service should the need arise
- some intrastate and interstate travel may be required
- be available to work flexible hours on an as needed basis.

**Personal Development**

- Participate and actively contribute to CBS development activities.
- Achieve goals for your personal Action Plan associated with the CBS Staff Evaluation process.
- Participate in networking opportunities that increase personal knowledge.

**Personal Abilities/Skills/Knowledge required**

- Commitment to the welfare, rights and personal development of people with a disability.
- Highly developed communication skills with clients, caregivers and colleagues.
- Ability to model the values and attitudes consistent with CBS philosophy.
- Ability to demonstrate and maintain high levels of professionalism, integrity and ethics.
- Reliable and punctual.
- Self-motivated, innovative and positive.
- High level of interpersonal skills and conflict resolution.
- Ability to develop extensive personal and professional networks.
- Skills in research, evaluation and planning.
- Effective report writing.
- Excellent organisational and time management skills.
- Highly developed written and verbal communication skill.
- Be able to demonstrate initiative.
- Ability to work unsupervised.

**DUTIES****Areas of responsibility:**

Employment Assistants will be required to do the following:

- be responsible to their allocated client to maintain a positive working relationship, assist with the learning of their duties, provide support and guidance to ensure all aspects of their role is understood
- build confidence in their ability to do their job until such time that they are able to do so of their own accord
- be available to clients during their shifts by observing, listening and supporting the client to obtain a successful outcome.

**Key outcomes**

- The key outcomes and activities derive from three broad areas of activity. These include:
  1. successful employment integration
  2. work enhancement
  3. individual education.

**1. Successful employment integration**

The Employment Assistants will participate in the basic planning, implementation and monitoring of specific Programs by:

- implementing programs, participating in activities and supporting participants to achieve pre-determined goals established by the Senior Employment Officers and/or Jobnet Coordinator in conjunction client's families/carers and other CBS team members
- assisting with the planning and development of the Programs based on client interests, abilities and pre-determined goals within a group or on an individual basis based on the In-Work Support Plan
- providing information and maintaining CBS records to the Programs
- ensuring that the objectives of CBS are met through providing regular feedback to the Employment Officer, Senior Employment Officer and Jobnet Coordinator
- assisting with review and assessment processes, including the practical implementation of recommendations
- assisting with transportation and attending appointments with clients
- ensuring the promotion and understanding of CBS philosophies, policies and principles
- taking responsibility for the physical and emotional wellbeing of clients whilst engaged in employment by exercising a Duty of Care
- assisting with the implementation and adherence to Work, Health & Safety Welfare requirements, Equal Opportunity, Disability Discrimination and the National Standards for Disability Services
- responsible for upholding client privacy and confidentiality, in accordance with CBS policies, procedures and the Privacy Amendment (Private Sector) Act 2002
- providing information and support on the acquisition of appropriate funding or equipment
- accompany persons with a disability and/or disadvantage on work experiences or trials and well as paid employment in order to guide and support them to obtain a successful employment outcome where required
- participate in other duties as required.

**2. Work Enhancement**

The Employment Assistants support people with a disability to have greater control and influence over decisions that affect their quality of life by:

- implementing purposeful Programs that meet individual needs and provide opportunities for decision-making and choice
- supporting participants to develop skills, gain experience and confidence in undertaking the requirements of their role in order to obtain longevity in their employment
- providing practical support and encouragement to assist individuals and groups to participate in and enjoy the options provided to the best of their ability

**3. Individual Education**

Employment Assistants should assist in the development of positive community attitudes towards people with a disability by:

- encouraging the inclusion of people with a disability in all aspects of community life
- increasing community awareness by providing informal verbal information to community groups and agencies and by demonstrating positive attitudes and behaviours
- promoting the rights, needs and potential of people with a disability

- supporting clients to establish personal links with community members, activities and places.

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**Staff Name**

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**Signature**

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**Date**

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**CBS Representative Name**

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**Signature**

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**Date**