

POSITION TITLE	Instructor (Band 2)
LOCATION	52 Middle Crescent, Brighton However, in servicing this position you may also be required to work at other locations as part of your employment responsibilities and duties to Bayley House.
RESPONSIBLE TO	Program Manager
RESPONSIBLE FOR	Provision of Day Service Support

VALUES

We respect the strength of the **connections** between individuals, families, staff and volunteers. We actively support individuals and their families to realise their **goals** and **aspirations**. We are committed to valuing the **inherent worth** of every individual. We are **accountable** for high quality and sustainable services. We treat everyone with **respect** and act with **integrity**. We are a **learning** organisation.

ORGANISATIONAL OVERVIEW

Bayley House is a not-for-profit organisation which provides individually tailored services for adults with an intellectual disability throughout the course of their lives. This is accomplished through person-centred delivery of day programs, supported accommodation and entrepreneurial activities. Bayley House employs over 200 staff (permanent and casuals) and has a dedicated team of volunteers.

Bayley House is primarily funded by the Department of Health and Human Services. Our organisation is well regarded within the local community and is supported by groups and individuals, including with the provision of financial assistance.

Day Programs

Approximately 206 clients access activities across a range of community venues within the Bayside area, including the Middle Crescent Brighton facility.

Supported Accommodation

Bayley House provides community based supported accommodation for those who are no longer living with their families. We currently manage supported accommodation houses, a respite centre and an Independent Living Complex.

DAY SERVICES – Community and Life Skills Program

Day placement service supports adult clients of various ages and with a range of disabilities with the primary disability being intellectual.

The service offers in-house and community-based programs to reflect the choices of clients to achieve the individual goals of each person.

ROLE OBJECTIVE

The Instructor is responsible for providing a safe, supported working environment for clients that will enable them to develop and maintain achievements that are life enriching, focused on client choice and promotes self-determination and confidence. The Instructor is responsible for working with clients to identify individual goals and assist them to achieve those goals through individualized planning, the development and implementation of programs, the maintenance of a daily time table and the provision of direct care (when necessary). The Instructor operates in accordance with the requirements of the Disability Act, Outcome Standards, health and safety requirements and the allocated program budgets. The Instructor will report to and liaise regularly with the Assistant Program Manager.

RELATIONSHIPS

The incumbent must maintain contact and positive relationships with:

Internally:

- Each individual service user, their families, carers, significant others and volunteers;
- The General Manager Day Programs and the Assistant Program Manager, as relevant.
- Bayley House's residential services and other services involved in an individual's life.
- Administration and finance management services within Bayley House.

Externally:

- Services managed by other Service Providers such as Residential Services, Day Services, Case Management, Health & Community Services.
- Neighbours and the community including the local schools, other community services and local businesses.

KEY RESULT AREAS AND TASKS

Standard of conduct

1. To have an understanding and knowledge of procedural and legislative guidelines which may require some interpretation.
2. To abide by procedural and legislative guidelines of DHHS.
3. To abide by the policies and procedures of Bayley House.

4. To abide by the Code of Conduct of Bayley House.
5. To maintain a harmonious and courteous attitude towards clients, the public, staff and volunteers.
6. To maintain the privacy and confidentiality of all residents/clients, staff and organisational information.
7. Adhere to the Disability Standards and the Disability Act 2006.

Supervision and Accountability

1. The Instructor will work under general supervision and will be required to exercise some judgement in regular independent decision making.
2. The Instructor will be responsible for a group of clients and maybe from time to time an individual.

Client Service

1. Provide ongoing program support and training to assist persons with a disability in a day program.
2. Undertake the duties necessary to develop and implement programs for adults with disabilities.
3. Provide person-centred active support, enabling each individual to live a quality lifestyle and achieve their personal goals throughout the course of their day.
3. Support each resident with their day to day support needs such as personal care, transport, participation within the community according to the individual's support plans.
4. With the Day Service Team, assist in maintaining a clean, safe work environment that is an attractive and welcoming environment for clients and any visitors.
5. Assist with general life skills (including, when required, activities of daily living and personal care).
6. Support clients to actively access community based activities of their choice.
7. As clients' key worker, consult with the client, the client's family and the staff team regarding the client's requirements.

Policy and Planning:

1. Ensure that all organisational policies and procedures are effectively implemented in the service.
2. Raise any concerns, ideas or possible enhancements to the policy and procedure framework with the Assistant Program Manager.
3. Participate cooperatively in any service audit.
4. Develop and organise well founded, reliable and individual program plans, support plans and behavior support plans for a person with a disability in consultation with the service user and their family or carers.
5. Ensure the service effectively responds to agreed support arrangements.

6. Develop, document and implement appropriate ways to ensure service user and family input into decision-making for the service.
7. Develop relevant timetables for the day's service program that is in line with the Bayley House strategic plan.

Team Work

1. Work constructively with other Bayley House staff and management to actively develop innovative services and, in particular (but not limited to):
 - a. in relation to the further development of day services;
 - b. to ensure that individualised support is effectively delivered to each service user, reviewing support arrangements with that individual and their family regularly to ensure the service remains relevant to their needs and aspirations;
 - c. to measure personal outcomes for each service user in ways that will enable the service to continually improve individualised service responses;
 - d. to actively develop and expand the development of the day service program;
 - e. to raise any maintenance, equipment or day service concerns with the team and the Assistant Program Manager; and
 - f. to work to resolve problems and report on issues relating to client services or breaches of Bayley House Policy and Procedures.
2. Work flexibly with other Instructors to ensure all work areas, transport needs and roster requirements are fulfilled.
3. In instances where more than one instructor works with a group of clients they will share equally the responsibility and work load of the group with other Band 2 and Band 3 Instructors.
4. Attend and actively participate, in a positive manner, in daily staff meetings.

Quality

1. Comply with the quality system relating to service delivery and continuous improvements.
2. Be able to interpret and apply all relevant procedural and legislation guidelines, policies and standards.
3. Support the effective introduction of personal outcome measurements for all service users and assist with the development of service and individual planning that responds to personal goals and aspirations as required.
4. Actively support and be involved in strong and effective consumer consultation and participation.
5. Actively participate in identifying and forwarding information and data to the Assistant Program Manager that could assist in the identification of service issues, gaps and opportunities.
6. Contribute to the maintenance and improvement of Bayley House's quality management system as required.

7. Comply with Bayley House's quality management system.

Administration

1. The Instructor will complete the required paperwork relating to the evaluation of programs and the client's achievements.
2. The Instructor will complete the following documentation accurately and on time:
 - a. daily attendance register;
 - b. daily program notes;
 - c. daily diary communications to families and residential house staff if required;
 - d. personal plans (PCPs) and support plans;
 - e. weekly program planning (as directed);
 - f. time sheets;
 - g. monthly running notes; and
 - h. other reports as directed.
3. The Instructor will complete an Incident Report after each and every incident in accordance with the guidelines.
4. Adhere to designated program budgets.
5. Manage "term allocation" funds appropriately.
6. Record complaints appropriately and report them verbally to the Assistant Program Manager (or if not available to the General Manager Day Programs).
7. Record and report any breaches of policy and procedures to the Assistant Program Manager (or if not available to the General Manager Day Programs).

Occupational Health and Safety (OH&S)

Note: Under the OH&S Act 2004 all members of the workplace have a responsibility to keep themselves and others in the workplace safe.

1. Identify, document and report any OH&S issues to the General Manager Day Programs/Assistant Program Manager, the Property Coordinator or HR as relevant.
2. Comply with all policies and procedures relating to OH&S.
3. Undertake all work practices in a safe manner.
4. Report any injury or near miss in the appropriate manner i.e. an Incident Report or Injury Register (as relevant) and report it to the General Manager Day Programs / Assistant Program Manager.
5. Ensure all equipment that is provided for OH&S reasons is utilised as appropriate.
6. Ensure all equipment that is provided with OH&S features are used utilising those features.
7. Advise the General Manager Day Programs/ Assistant Program Manager as soon as practicable if the Instructor determines

equipment required for OH&S reasons is not in a safe working order or requires repairs.

8. Exhibit a commitment to continuous improvement.
9. Take responsibility for their own actions and take all steps to ensure their own safety and/or the safety of others.

Problem Solving

1. Practice a wide range of tasks in a variety of contexts.
2. Be involved in identifying and solving a variety of problems of a complex nature in a variety of contexts.

Liaison

1. Exhibit specific liaison skills with people with disabilities, their families/carers, specialist staff and other community agencies/services including (but not limited to):
 - a. Liaise with the Assistant Program Manager on any policy, resource and operational issue.
 - b. Liaise with other disability and community service providers as required to meet individual needs.
 - c. Liaise with consumers and families/carers.
 - d. Liaise with other Bayley House departments such as Administration, Finance and Property Maintenance.
 - e. Refer to the Assistant Program Manager immediately any breach of policy and procedures.

MINIUMUM EDUCATION AND EXPERIENCE LEVEL
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This position requires significant experience in the provision of support services to people with a disability. It is required that the individual has a minimum of Certificate IV in Disability Services or equivalent qualification in human services; equivalent years' of industry experience will also be regarded.

KEY SELECTION CRITERIA
Selection will be based on assessing an applicant's skills, knowledge, past performance and the attributes relevant to the work assignment, as listed below.
Mandatory Qualifications, Skills and Attributes
<ul style="list-style-type: none"> • Demonstrated experience, understanding and commitment to working with people who have a disability. • Demonstrated sound knowledge of programs for persons with a disability which is well founded and reliable. • Demonstrated organisational skills to implement programs for persons with a disability. • Experience in the provision of support to people with disabilities. • Certificate IV Disability Work, Community services, Welfare or similar qualification/equivalent experience. • Current First Aid Certificate. • Ability to design and implement program planning. • Knowledge and understanding of the legislative and policy framework governing the Disability Services industry and ability to interpret same. • Understanding of occupational health and safety requirements. • Good interpersonal skills (verbal and written). • Basic competency in using standard computer programs. • Ability to maintain appropriate records. • A current driver's license. • A current police check. • A current DWES check.
Desirable
<ul style="list-style-type: none"> • Certificate IV in Workplace Training and Assessment.
General Information
<ul style="list-style-type: none"> • Applicants are required to complete a preexisting injury declaration form. • Manual handling activities such as bending or stretching may be required. • Ability to perform physical aspects of the role without causing injury to self or others. • The position is subject to a satisfactory police check and DWES check prior to commencement.