

Position Description

POSITION TITLE: Developmental Educator - Client Program Support

DEPARTMENT: Residential Services

RESPONSIBLE TO: Manager, Residential Services

DIRECT REPORTS: Nil

EMPLOYMENT TYPE: Full-Time

LOCATION: Balyana

National Police Check WWC DCSI – Disability Medical

Bedford changes the lives of people with disability, by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities, social participation activities and residential services. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our clients' lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Reporting to the Manager, Residential Services, this role will work in close partnership with the Residential Services Team at Bedford.

Bedford Residential Services offers accommodation in a Communal Residential setting and eight houses located on the perimeter of the property. We provide a 'whole of life' support to enhance residents' independence and daily life skills.

The heart of all our Residential Services is to deliver a program that meets residents' goals and enables their well-being, whilst ensuring the services are viable and designed and delivered effectively, efficiently and sustainably.

KEY RESPONSIBILITIES

- Develop and implement Client and Person Centred practices into Bedford focusing on Residential Services' 'whole of life' needs
- Provide expert advice and guidance to the Residential Services Leadership team regarding the development and delivery of support to meet Supported Independent Living (SIL) service agreements
- The development of suitable and appropriate content for services, activities and supports to be delivered as part of Residential Services

- Developing staff skills in the delivery of a person-centred approach, as well as ensuring compliance within the NDIS Practice Standards, NDIS Code of Conduct, in addition to the NDIS Quality and Safeguarding Framework
- Promote individual choice and control to empower people with disability to live fulfilled and happy lives as they access and maintain meaningful 'whole of life' experiences
- Support clients to achieve their SIL / NDIS goals and support them to develop attainable stretch goals
- Develop processes to collect statistical data for broader reporting
- Develop individual SIL Roster of Care submission templates to support SIL submissions
- Prepare developmental resources required for intervention and training programs
- Plan and implement strategies to contribute to the achievement of continuous improvement within Residential Services

Client-Centric Programs of Support

Under the guidance of the Manager, Residential Services, the successful applicant will:

- Develop and contribute to new and existing programs of support designed to foster the skills, independence and quality of life of Bedford Residential Services' clients
- Develop and implement into new and existing programs, services and activities methodologies that enable the application of effective strategies to support clients' individual learning goals
- Develop and implement strategies into new and existing support programs to ensure the effective engagement of families, carers and other allied health professionals who may be involved in the support of an individual
- Ensure the highest level of customer service is provided in a proactive, effective and efficient manner, with a client-centric approach
- Support the Residential Services team with specialist advice and guidance as required
- Work closely with other business units within Bedford to enhance their client-centred services and supports, including ad-hoc projects
- Refer clients to external bodies, as appropriate
- Effectively liaise with families, carers and other significant persons to the clients
- Effectively liaise with internal, external support and/or allied health professionals such as OTs, physios, developmental educators, support coordinators and psychologists

Corporate

- In conjunction with the Manager, Residential Services, develop performance targets that align with the strategic direction of the Residential Services Policies and Guidelines
- Comply with all Bedford policies and procedures including the *Code of Conduct*, and provide feedback where required
- Undertake and assist with projects within the Residential Services and across the organisation as required
- Support with supervising and assisting university practical and placement students as required

WHS

- Acquire and maintain WHS knowledge relevant to your role and understand all operational and associated hazards and risks; lead by example to ensure a safe working environment is maintained at all times
- Assist in the development and delivery of safety initiatives and strategies to raise awareness of WHS and promote a positive environment based on safer and healthier ways of working

Other

- Travel between office locations as and when required
- Undertake other duties as required and per the direction of the Manager, Residential Services

KEY CHALLENGES

- Make a genuine difference in the lives of our clients, ensuring quality support is delivered whilst ensuring commercial requirements are met
- Remain up-to-date and informed on government policy and legislation regarding NDIS-related matters and applicable government funding to ensure that all supports and services are provided within available funding allocations
- Make recommendations for supports and services based on priority needs and available resources
- Commit to the continuous improvement of business processes and activities

SKILLS / ATTRIBUTES

Personal Attributes

- High-level communication skills essential for establishing and maintaining effective relationships to achieve successful outcomes
- Excellent interpersonal skills, with the ability to adapt communication style to specific needs of individuals or groups - high level of emotional intelligence
- Highly-developed coaching and mentoring skills
- Resilience in pressured situations and with conflicting deadlines
- Ability to positively engage with stakeholders at all levels
- Strong organisational skills, with demonstrated ability to work autonomously and organise and prioritise workload, handle multiple tasks, work efficiently and effectively to deadlines, and respond to multiple and diverse stakeholders
- The ability to exercise effective judgment, sensitivity, creativity to changing needs and situations
- Capability to implement change and identify opportunities for innovation
- Experience in building and maintaining effective community networks and relationships
- An ethical, outcomes and results driven individual, with a positive, 'can do' attitude
- An understanding of SIL and NDIS

Essential Skills and Qualities

- A track record in relationship management for improved outcomes
- Experience in program and services development and implementation
- Demonstrated knowledge of complex support issues for people living with disability
- Experience in coaching and guiding diverse teams (within disability services or a similar support role is preferred but not essential)
- Ability to build a rapport and a professional relationship with clients, support staff, other professionals and management
- Proven ability to build strong relationships while working in a dynamic environment with changing priorities
- Communicate ideas and information, both written and verbal, in a clear and logical format

- Intermediate level of competency in using the Microsoft Suite (ie, MS Outlook, MS Word, MS Excel, etc)
- Previous industry experience working in organisations who support people with a disability
- Knowledge and understanding of the human lifespan and development as well as physical, cognitive, and social-growth issues related to people living with disability
- Knowledge and understanding of the following standards:
 - National Standards for Disability Services
 - NDIS Quality and Safeguarding Framework
 - NDIS Practice Standards
 - NDIS Code of Conduct
- Bachelor of Disability and Developmental Education or equivalent degree
- Eligible to be a member of the DEAI (Developmental Educators Australia Incorporated)
- A current driver's license
- Senior First Aid Certification
- Must possess a current National Police Clearance Certificate
- Must possess a DCSI Disability Clearance
- Certificate IV in Training and Assessment (Desired)

Desirable Skills and Qualities

- Relevant computer software and hardware applications knowledge, with the ability to use technology-based client management, documentation systems
- Specialist knowledge of disabilities prevalent within the Bedford workforce
- In-depth knowledge of human resource principles and legislative requirements

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *NDIS Practice Standards*.

OTHER RELEVANT INFORMATION

Further Information about Bedford may be found at bedfordgroup.com.au

I confirm that I have read and understood the Position Description for the position of Developmental Educator - Client Program Support.

NAME:

Signed _____

Date _____