

Position Description



Position title:	Social Educator
Location:	Chatswood
Reports to:	Team Leader
Award / agreement:	SCHADS Award/NES – Level 2
Date:	August 2021

The Housing Connection

Our Vision:

Rewarding and valued lives for all people with disabilities.

Our Mission:

- To support people who have intellectual and other disabilities to live fulfilling lives in the community, as independently as possible
- Place the people whom we support at the centre of all we do. Their unique and individual needs determine the services we deliver
- Support, train and value staff to make this Mission real.

Manage ourselves responsibly to ensure our long-term viability.

At THC we value:

- Social Justice
- Passion
- Integrity
- Social Inclusion
- Respect
- Effectiveness

Role Purpose:

- To deliver individually tailored supports - a person-centered focus and culture – for each person that meets their identified needs and goals.
- To focus on skills development and capacity building resulting in quality of life outcomes such as facilitating valued relational experiences and connections, develop positive interests, skills and conduct to enhance their community living, and to sense and believe in their valued social roles within their communities.

Scope:

- To deliver high quality support services
- Build Collaborative Relationships & Partnerships
- Engage in ongoing supervision, training and professional development
- Implement Supports and Services in line with a client's individual plans
- Contribute positively to the work of The Housing Connection and its' teams
- Adherence to organisational policies and procedures

Areas of Responsibility:

AREA:	RESPONSIBILITY
Maintain client's best interests	<ul style="list-style-type: none"> ▪ Ensure the rights, needs and interests of clients are addressed effectively. ▪ Understand the needs and experiences of clients. ▪ Ensure that the dignity, privacy and confidentiality of clients are upheld at all times. ▪ Respect the right of clients to make informed choices.

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	<ul style="list-style-type: none"> ▪ Ensure the clients are supported to maintain and develop their home to a high standard ▪ Support clients to work towards their goals and outcomes.
Collaborative Relationships	<ul style="list-style-type: none"> ▪ Work collaboratively, constructively and engage actively with stakeholders to develop and maintain beneficial client relationships and to support their outcomes, appropriate to each clients' needs and wants. ▪ Support a culture and philosophy of quality in practice, in service provision in the areas of positive support, therapeutic support and tailored environments for clients.
Service Delivery	<ul style="list-style-type: none"> ▪ Deliver a high standard of support and training for clients' independent living skills acquisition and meaningful community participation. ▪ Facilitate access to the best possible educational and lifestyle opportunities, within available resources and in accordance with the philosophies, policies and procedures of The Housing Connection. ▪ Assist and enable individual clients to achieve the maximum degree of independence and integration within the community in which they live. ▪ Assist clients with access to supports and services appropriate to their specific needs ▪ Ensure the day-to-day physical, medical, psychological, personal and self-care well-being as required. ▪ Promote the maximum participation of each individual in decisions that affects their lives. ▪ Monitor and report any significant issues affecting clients. ▪ Implement planned support and all emergency or crisis support procedures that are in place for clients (and staff). In line with a client's behaviour support plan and any other relevant documentation. ▪ Maintain accurate records of service delivery.
Training and Professional Development	<ul style="list-style-type: none"> ▪ Develop the skills and knowledge required to competently and safely undertake all tasks involved in the role. ▪ Complete the orientation and induction program including all compulsory training. ▪ Engage in ongoing professional development, performance reviews and supervision. ▪ Develop increased knowledge of theories and policies underpinning works in the human development and disability field including Social Role Valorisation (SRV) and rights perspectives.
Professional Conduct	<ul style="list-style-type: none"> ▪ Adherence to the Code of Conduct, THC's mission, values and maintain a high standard of performance in service delivery. ▪ Communicate effectively and contribute positively in maintaining a team culture. ▪ Engage in meetings and other forums. ▪ Receive support, guidance and training for issues identified in supervision or performance development ▪ Ensure performance of all duties in accordance with the principles and philosophies of the organisation, and organisational objectives. ▪ Represent the organisation positively to stakeholders. ▪ Promote the work and profile of THC in the community.

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Quality Assurance	<ul style="list-style-type: none"> ▪ Participate in the monitoring, evaluation and audit of service delivery to clients and organisational systems. ▪ Participate in quality assurance processes with a focus on continuous improvement, data collection, review and monitoring ▪ Provide reports and other written information as required.
Administration & Financial Accountabilities	<ul style="list-style-type: none"> ▪ Implement and maintain system in place to document service delivery and client’s support needs. ▪ Maintain accurate information and records of client finances, programs, medical records and other personal information held by the organisation. ▪ Ensure that information held regarding clients is kept confidential. ▪ Identify property maintenance issues and report these promptly to direct supervisor.
Workplace Health and Safety	<ul style="list-style-type: none"> ▪ Perform work in a manner that promotes the health and safety of all staff, clients, visitors, and community members as per the WH&S management system, specific project procedures and safe working practices & procedures. ▪ Participate in hazard identification, risk assessment, incident and injury management and reporting procedures. ▪ Participate in audits in line with the organisation’s WH&S management system as requested, i.e. quarterly inspections, electrical equipment checking, register of equipment and standard operating procedures, as requested. ▪ Participate in the review of behaviour management plans with a view to ensuring the safety of staff and the appropriate management of risks. ▪ Follow infection control and prevention procedures. ▪ Implement emergency evacuation drills as requested. ▪ Follow guidelines for safe manual handling and the safe storage of hazardous substances and household chemicals.
<p><i>Other duties as directed from time to time within your skills range and capacity.</i></p>	

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Together. Your choices. Your dreams.

Key Working Relationships:	
Internal:	External:
<ul style="list-style-type: none"> ▪ Chief Executive Officer ▪ Manager Client Services ▪ Operations & Administration Manager ▪ Office reception/administration ▪ Quality Coordinator ▪ Finance team ▪ All THC team members 	<ul style="list-style-type: none"> ▪ Clients, their families/nominees, circles of support and advocates ▪ Support Coordinators ▪ Service providers ▪ Training providers ▪ Peak and industry bodies
Skills, Knowledge & Experience:	
Minimum requirements:	<ul style="list-style-type: none"> ▪ A minimum of 12 months full time experience supporting adults with intellectual, psychosocial disability, with complex support needs and challenging behaviours ▪ Appropriate certificate relevant to the work or appropriate on the job training and experience ▪ Demonstrated personal capacity to deliver supports sustainability ▪ Demonstrated understanding of a positive approach to managing challenging behaviour. ▪ Demonstrated commitment and ability in enhancing community inclusion and participation, skill development and rights of people with a disability. ▪ Ability to undertake direct support shifts and shift work, including sleepovers. ▪ Excellent communication, interpersonal skills ▪ NDIS Worker Screening Check ▪ Current First aid certificate.
Desirable requirements	<ul style="list-style-type: none"> ▪ Current NSW Driver's Licence. ▪ Knowledge of established work practices, policies and producers relevant to the work environment ▪ Experience in problem solving.
Core Behavioural Competencies:	
Competency	Expectation
<p>1. Organisational Vision & Values</p> <p>Demonstrating, enhancing, protecting and encouraging the organisation's culture with a commitment to the organisation's mission and values through appropriate</p>	<ul style="list-style-type: none"> • working knowledge of a human rights based approach to supporting a person with disability, the services provided, the individual and community context, sector and organisation purpose and values; • applies the approach, purpose and values in own work; • adheres to the organisation's values both in good and bad times; • acts in line with those values.

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<p>organisational structures and practices.</p>	
<p>2. Collaboration & Teamwork Demonstrates the ability to work cooperatively and effectively with others on a team to achieve goals; involves others in solving problems and making decisions; shares information and responsibility with others.</p>	<ul style="list-style-type: none"> • can organise own workload; • able to work with minimal supervision, knowing when to escalate issues; • shares relevant information and ideas when working with others; • seeks input from others and builds on their suggestions; • works cooperatively with others to achieve goals; • offers to help others achieve common goals; • provides support and encouragement to colleagues.
<p>3. Interpersonal Effectiveness The ability to relate well to all kinds of people; establishing a connection and affinity with others easily and quickly; demonstrating interpersonal sensitivity; communicating well with others; cultivating productive working relationships.</p>	<ul style="list-style-type: none"> • communicates thoughts, information and ideas clearly; • uses effective active listening skills and seeks, provides and/or shares information with people appropriately; • checks for understanding; • adjusts language to the experience and/or background of the audience; • can adapt communication style to meet people’s needs; • able to resolve conflict with assistance; • has a network of internal and external contacts relevant to the role; • deals with practical issues and enlists a more experienced person as needed.
<p>4. Client Service Focus Valuing and delivering high quality, professional, responsive and innovative service; is dedicated to meeting</p>	<ul style="list-style-type: none"> • determines the needs of the client by listening and giving client full attention; • responds to client needs; • asks clarifying questions to ensure understanding of client needs; • has practical knowledge of supports and services available; • offers appropriate solutions; • prioritises tasks that have a direct client impact; • resolves client complaints quickly;

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<p>the expectations and requirements of internal and external customers; focus on the clients' needs in order to drive the solution.</p>	<ul style="list-style-type: none"> • takes steps to satisfy the client beyond what is required or expected; • is flexible and suggests alternative service solutions; • demonstrates confidentiality and awareness of diversity in relation to sensitive issues; • assists with building and maintaining positive relationships with external stakeholders.
<p>5. Sustainable Mindset</p> <p>Long term sustainability of service provision to the people that THC supports; maintaining strong governance structures; managing funding to support operational needs and growth.</p>	<ul style="list-style-type: none"> • Sets high personal work standards; • initiates action within the scope of own role - does not wait to react to situations; • identifies improvement opportunities within the team that have an impact on the client; • generates workable solutions to problems, or sustainability concerns; • applies lessons learned through own experience; • understands responsibilities and expectations in role; • acts consistently – 'do as you say you will do' • follows safety and sustainability policies, Code of Conduct, standards and procedures; • speaks up anywhere, anytime to address unsafe or unethical behaviour; • communicates when commitments cannot be met as soon as possible; • can view issues and/or problems from both the organisation and client perspective.
<p>6. Leadership</p> <p>Creating, defining and fostering a broad, compelling organisational vision, and organising others to pursue it; providing guidance, feedback and direction to teams and individuals; inspiring and encouraging others towards goal achievement; assisting others to work at full potential; modelling best practice in the sector.</p>	<ul style="list-style-type: none"> • understands the organisational vision and how to achieve it; • self-motivated when directing workload and ability to delegate when required; • assists with the formal leadership, learning and coaching of less experienced team members if applicable.

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Agreement:

I understand the requirements of this position and of working at The Housing Connection, and will fulfil my obligations to do the tasks I have been assigned plus other duties as reasonably directed, to meet the ongoing needs of the organisation. I understand and will adhere to the code of conduct, confidentiality agreement and work health and safety obligations.

Employee name: _____

Signature: _____

Date: _____

Manager name: _____

Signature: _____

Date: _____