

## YMCA POSITION DESCRIPTION – LEAP SUPPORT WORKER

Position Title	LEAP Support Worker		
Group	YMCA Social Impact (Y-Care South East QLD Inc.)		
Modern Award:	Social, Community, Home Care and Disability Services Industry Award 2010		
Classification Level:	Level 3		
Position Status	Casual	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check; and Working with Children Check (Blue Card); and Yellow Exemption Card (If required to work with a participant(s) over 18 years of age).		
Reports to:	LEAP Coordinator or other person who may, from time to time, be nominated		
Supervises:	N/A		

### Industry Sector

As the social impact arm of the YMCA of Brisbane, Y-Care (trading as YMCA Social Impact) exists to serve people in our community who are disadvantaged. Social Impact's programs each operate in different areas and share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following five (5) focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise.

LEAP is the brand under which the YMCA of Brisbane and Y-Care delivers its disability services and programs. LEAP stands for "learn, empower, achieve and participate" and describes the inclusion journey which we seek to complete with each person, when they join a LEAP service or program. LEAP in the following sectors is known as:

- LEAP OSHC and Vacation Care - Aspley
- LEAP OSHC and Vacation Care - Mitchelton

LEAP facilitates participants to develop skills in a variety of life areas in line with Disability Services legislation and the NDIS Safeguarding Commission Framework. The LEAP approach is to provide a high quality, accessible and supportive program that gives people the opportunity to learn, develop, build lasting friendships and have fun in a safe, supported and friendly environment. Our programs and activities are aligned with the YMCA mission, to provide opportunities for all people to grow in body, mind and spirit.

### Position Summary

This role will assist people with a disability to increase their participation and access in activities offered within the YMCA of Brisbane and YMCA Social Impact. This is undertaken using customised service delivery based on a person-centered approach and an understanding of supports and procedures. It is a requirement of this position to have a practical understanding of how to best support participants to meet their individual goals and aspirations. There is a requirement to maintain appropriate relationships with participants, families, Allied Health Professionals, other YMCA staff and the wider community.

The position may be required to work at different YMCA OSHC sites. Where this occurs, you will be provided with sufficient notice.

### Duties and Responsibilities

#### 1. QUALITY EDUCATIONAL PROGRAM DELIVERY

- 1.1 Work cooperatively, ethically and respectfully with other educators and support each other's professional development;
- 1.2 Develop and maintain respectful, inclusive, supportive, collaborative and responsive relationships with children and their families;
- 1.3 Support the development and implementation of OSHC programs, including understanding of Learning Frameworks, and National Education and Care National Regulations and Law;

- 1.4 Provide assistance to children/ young person in your care with clothing, feeding, toileting and general hygiene (as required);
- 1.5 Provide other special assistance as necessary for children/ young person with particular difficulties. E.g. Helping physically disabled pupils with typing or writing;
- 1.6 Accompany individuals or small groups who may have to be withdrawn temporarily from the group;
- 1.7 In conjunction with other members of staff assist in developing, implementing and evaluating training and behaviour programs to attain identified individual goals;
- 1.8 Plan, implement and review systems to meet the individual needs of children;
- 1.9 Monitor the safety and well-being of the clients and report any concerns to the Manager;
- 1.10 Contribute to the continuous improvement of the service through reflective practice;
- 1.11 Provide direct care support in accordance with children's individual support plans.

## **2. LEADERSHIP AND TEAMWORK**

- 2.1 Support an understanding of the Disability Support Act and the NDIS Safeguarding Commission Framework, and NDIS Code of Conduct within the team;
- 2.2 Liaise extensively with other staff to ensure the overall smooth and consistent running of the service;
- 2.3 Actively contribute to a team environment through open communication, participation in regular staff meetings, planning processes and policy review;
- 2.4 Provide back up and support to other staff as necessary;
- 2.5 Attend professional development opportunities and network meetings as appropriate;
- 2.6 Provide support to enhance the inclusion of children in the program;
- 2.7 Provide 1:1 or small group training and support in response to individual client needs;
- 2.8 Use existing knowledge, skills and experience to adapt the way work is organized;
- 2.9 Model and support team/room educators to utilise a variety of strategies to support inclusive practice in daily work.

## **3. ADMINISTRATION**

- 3.1 Complete any collection of data, medical or other records required in a timely manner, and in accordance with the service's policies and procedures as required by YMCA and NDIS;
- 3.2 Ensure completion of appropriate documentation, including file notes, shift notes and incident reports as required;
- 3.3 Ensure that all programming undertaken is appropriately maintained, documented and reviewed;
- 3.4 Operate IT systems as required;
- 3.5 Report to the YMCA of Brisbane on equipment and materials needed;
- 3.6 Contact the Nominated Supervisor / Coordinator as soon as possible prior to the commencement of a rostered shift if unable to attend work;
- 3.7 Record attendance and ensure clock in and out of every shift via Time and Attendance system and inform the YMCA of your availability in the system.

## **4. ACCESS AND INCLUSION**

- 4.1 Maintain an up to date understanding of all LEAP Participant's Individual Support Plan whenever that Participant is under your direct care;
- 4.2 Contribute to the reviews of a Participant's Individual Support Plan as required.

## **5. LEAP SERVICE DELIVERY**

- 5.1 Work with the Coordinator to provide activities consistent with the participant's Individual Support Plan;
- 5.2 Update the participant's file as required to meet NDIS and Childcare registration and accreditation requirements;
- 5.3 Document data records relating to the Participant's documented goals and overall program participation;
- 5.4 Administer medication, and provide personal assistance (toileting, eating programs, behaviour management) as needed and;
- 5.5 Maintain an up to date understanding of a Participant's Individual Behaviour Plan, and implement Positive Behaviour Support strategies as documented.

## **6. QUALITY ASSURANCE**

- 6.1 Lead activities and make reports consistent with LEAP and legislative compliance requirements;
- 6.2 Comply with work practices to meet current organisational requirements;
- 6.3 Assist with implementing change within the work area;
- 6.4 Inform the site coordinator of any safety or breach concerns you observe including incidents and near misses;
- 6.5 Keep abreast of organisational changes and attend all required training and professional development and;
- 6.6 Ensure correct ratios are adhered to as per individuals' support requirement.



## **7. POSITIVE RELATIONSHIPS**

- 7.1 Report participant progress and outcomes to families, carers and the Coordinator;
- 7.2 Maintain a high frequency of communication with any participant you are allocated to work with;
- 7.3 Support each participant to have increased choice and control within the program;
- 7.4 Modify own communication strategies to align with the needs of each participant. E.g. Implementation of symbol use programs, key words signs;
- 7.5 Engage in activities / tasks with the participant, encouraging communication and development of social skills;
- 7.6 Advocate for people with a disability and;
- 7.7 Provide quality customer service to families and the community.

## **8. CONTRIBUTION TO THE SERVICE**

- 8.1 Understand the person centered approach and assist with the practical implementation of individual plans and service offerings / supports to meet participants goals;
- 8.2 Assist in the orientation and training of other staff through information sharing, networking, work shadowing and training as required, to promote sharing of knowledge and;
- 8.3 Participate in and complete all compulsory training modules as directed by Service Coordinator.

## **Safeguarding Children**

### **9. SAFEGUARDING CHILDREN REQUIREMENTS**

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

#### Child-Facing Roles

- 9.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 9.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 9.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 9.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 9.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 9.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 9.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 9.8 Participate in safeguarding children and young people training as directed;

#### Non-Child-Facing Roles

- 9.9 Participate in safeguarding children and young people training as directed
- 9.10 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 9.11 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 9.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 9.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 9.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

## **General**

### **10. GENERAL REQUIREMENTS**

- 10.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 10.2 Comply with all Policies and procedures
- 10.3 Maintain confidentiality of all YMCA information, records and files;
- 10.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 10.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 10.6 Any other duties as determined by the Chief Executive Officer as required.



## Health and Safety

### 11. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 11.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 11.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 11.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 11.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 11.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 11.6 Properly use equipment, including any relevant safety equipment or devices;
- 11.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 11.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 11.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 11.10 Make suggestions for improvements to health and safety practices within the workplace;
- 11.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 11.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

## Key Physical Requirements

1. Walking / standing – Constant
2. Sitting – interacting with children, facilitating activities – Constant
3. Squatting/ bending/kneeling – Frequent
4. Working outdoors – Frequent
5. Fine motor skills (keying, typing) – Frequent
6. Gross motor skills (setting up, packing up) – Frequent
7. Lifting/carrying up to 10kg - Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

## Position Requirements / Selection Criteria

### **Essential:**

1. A minimum of a Certificate III in relevant studies (Community Services, Disability, Welfare Work or equivalent) and/or relevant experience and willingness to gain a qualification;
2. Have already completed or be willing to complete the mandatory NDIS Worker Orientation Module (online training) and have read, understood and be willing to uphold the NDIS Code of Conduct;
3. Demonstrated working knowledge of appropriate curriculum frameworks and an ability to implement a high quality educational program that reflects the diverse nature of the Centre, local and wider community, based on the curriculum frameworks;
4. Awareness and knowledge of the Disability Act 2006, National Quality Standards, the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011;
5. Demonstrated experience in the education and care of children School-Aged children;
6. Well-developed communication and interpersonal skills including the ability to work and communicate effectively with clients, their families, community agencies and other professionals;
7. Ability to work in a very busy environment and to work both independently and as a part of a team;
8. Sound knowledge of computer systems including an ability to use the Microsoft Office Suite;
9. Understanding of privacy and confidentiality issues;
10. Understanding of the YMCA values and customer service standards and ability to demonstrate behaviour consistent with both;
11. Current certification for First Aid, CPR, Asthma Management and Anaphylaxis Management, or willingness to obtain;
12. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training;
13. Currently possess, or be willing to obtain, a Police Check Certificate, a positive notice Blue Card and a Yellow Card Exemption (If required to work with a participant(s) over 18 years of age) in accordance with the Working with Children (Risk Management and Screening) Act 2000.

### **Desirable:**

1. Knowledge of the NDIS Framework, disability and other relevant legislation.



## Approval

Date Position Description Revised:	August 2019
Position Description approved by:	Chief Executive Officer
Date of Approval:	

