

20 July 2022

Dear Applicant,

Thank you for your interest in the position of **Key Worker at Community Living Program**.

Community Living Program works with people with intellectual and cognitive disabilities to enable them to achieve their maximum potential as members of society. We provide short and long-term holistic individual casework; facilitate social and capacity building groups; and engage in projects and community work. We value relationship-based, trauma-informed, capacity building developmental practice.

We invite passionate, creative and values driven people to join our team of committed social and human service workers. We value the knowledge and skills of graduates in social work, human services, community development, or similar professions.

Please find attached an application kit containing the following documentation:

- Role Description (CLP Key Worker)
- CLP Service & CLP Practice Framework
- Trauma, Vicarious Trauma, Burnout and Self Care Policy and Procedure

This is a full-time position (38 hours/week) on a twelve-month contract, with possibility of extension. Remuneration is at a SCHCADS Level 3 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHCADS award can be accessed here:

https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000100/default.htm

Benefits of working in CLP Team:

- Diverse practice and skill development opportunities supporting people with intellectual and cognitive disabilities with diverse needs and lived experiences.
- Opportunity for creative, developmental practice to support people with intellectual and cognitive disabilities to build capacity and achieve their goals for happy and safe lives.
- Receive day to day practice support and regular formal supervision by a qualified and experienced Social Worker (weekly during first 6-month probation period of employment and monthly thereafter).
- Weekly team meetings for case reflections and team development.
- Comprehensive induction and internal training sessions.
- Laptop & Mobile Phone.
- Not for profit salary packaging

To apply for the position of CLP Key Worker, please submit the following documents:

1. **Curriculum Vitae.** Please include name, position and contact details of two referees who can comment on your work;
2. **Cover letter (maximum of three pages) answering the questions below.** Please include examples to illustrate your practice. Applications with no response to the questions below will not be considered

Questions

- Q1: Why do you want the role of CLP Key Worker?
- Q2: What is your practice framework and experience of working with people from a marginalised background?
- Q3: How do you operate as a member of a team, including any teams and stakeholder groups you are currently in?
- Q4: As a practitioner, how are you committed to ethical practice, reflection on practice and ongoing professional growth?
- Q5: Please confirm you have a driver's license, access to a personal vehicle for work purposes, a current Blue Card, a current Yellow Card or NDIS Worker's Screening Card, and proof of full Covid Vaccination.

Please forward applications in writing to:

CLA Co-Ordinator
5 Nundah Street
Nundah Q 4012
(or reception@communityliving.org.au)

Applications close 9am Monday 8 August

Shortlisted applicants will be interviewed later that week

Yours sincerely,

Morrie O'Connor

CLA Co-ordinator

COMMUNITY LIVING ASSOCIATION

ROLE DESCRIPTION

CLP Key Worker

Purpose of Position

Community Living Program works with people with intellectual, cognitive, and/or psycho-social disabilities (constituents) to enable them to achieve their maximum potential as members of society. We value relationship-based, trauma-informed and capacity building practice.

The Key Worker (CLP Team) is responsible for providing proactive and direct outreach support to constituents and their significant others, to support their goals and build resources, relationships, decision making and knowledge.

Characteristics and Features

- Utilise professional knowledge, as outlined in the role requirements, to undertake case work and capacity building projects with constituents.
- Establish goals and outcomes in the case work and capacity building projects with constituents, and any groups and/or projects arising in this work.
- Manage and plan your own work, and that of any subordinate staff, volunteers and/or students, including the provision of supervision if required.
- Advocate for the rights of constituents in the NDIS system, Government services, and other structural settings.
- Exercise initiative in applying CLA's Capacity Building Framework, CLP Practice Framework, and other practice principles, guidelines, policies, and procedures as relevant to the role
- Freedom to act when engaging in case work and capacity building projects with constituents. Where risk assessment, safety planning, critical incidences or reporting (e.g. Child Safety notifications) arise, consultation and support from the CLP Team Leader will be sought.
- Operate as a member of a team by actively contributing to organisational meetings, collaborative practice with colleagues, actively engaging in peer supervision and maintaining data and reporting requirements of the position.
- Receive instruction on the broader aspects of the work including identifying themes in practice to support systems advocacy, and the development of research and organisational practice knowledge.
- Assistance will be provided when crisis and complex support needs, including the involvement of multiple systems, arise in the work.

Duties and Responsibilities

- Engage in casework and project work (short and long-term) to provide direct support to constituents with an intellectual, cognitive and/or psycho-social disability, to actively support them to build their capacity and achieve their goals.
- Exercise responsibility for case work and capacity building projects with constituents on your caseload, and any groups or projects as required, drawing on the knowledge and skills outlined in the role requirements.
- Apply CLA's Practice Framework, CLP's Practice Framework, and CLA's Policies and Procedures in the work, to ensure best practice and to 'champion' the rights, needs and hopes of the constituents we work with.
- Utilise group facilitation and conflict resolution skills in the work, as required.
- Work collaboratively with families, significant others, support coordinators and service providers who are in contact with constituents, to advance constituents' needs and goals.

- Network with other community members, service providers, and community and government stakeholders to enhance outcomes for constituents.
- Identify and address challenges faced by constituents, and more broadly, to engage in individual and systems advocacy, with the support of the CLP Team and Team Leader where appropriate.
- Engage in, and actively contribute to, reflection practices, to enhance practice and outcomes for constituents.
- Engage in professional development as provided by the organisation and your Team Leader, specifically training, supervision, debriefing, team meetings and general support in crisis interventions, conflict resolution, trauma-informed practice and undertaking risk assessments and safety planning, amongst other skills and knowledge.
- Actively participate in and contribute to organisational processes including individual and peer supervision, team and program meetings, and other cross organisational training and development.
- Maintain record keeping such as case notes, minor expenditures, report writing and assist the Team Leader with programmatic / organisational data and reporting, including requirements of NDIS funding.
- Share administrative responsibilities (e.g., taking referrals, reception duties, locking up and recording at team meetings).
- Work autonomously, and where required, with support of the CLP team and Team Leader, to fulfill the requirements of the role.
- Work collaboratively with your team members, and other staff across the organization, as required.
- Assistance will be available when issues of a challenging nature present in the work, including crisis intervention responses, risk assessment and safety planning, and when supporting constituents engaged across multiple and complex systems (eg: Child Safety, Youth Justice, Housing, NDIS)
- Assistance will be provided to understand constituents' NDIS plans, funding, budgets and service agreements, enabling the CLP Key Worker to support constituents to understand and participate in the NDIS system, where relevant.

Requirements

- Tertiary qualification in Social Work, Human Services or a related field is preferred
- Knowledge of intellectual, cognitive and/or psycho-social disability, as gained through a qualification or experience in the field
- Knowledge of the helping process and developmental practice, as gained through a qualification or experience in the field
- An ability to develop specialised/professional knowledge in trauma-informed practice, crisis intervention, safety planning and risk assessments, and complex support needs, whilst engaged in the role.
- A commitment to social justice, including the ability to work with people from diverse and oppressed backgrounds (LGBTIQ, CALD, ABTSI) and an ability to use advocacy skills in practice
- Driver's License and use of own vehicle for work purposes (mileage reimbursed as per SCHADS Award)
- NDIS Worker Orientation Module certificate of completion
- Yellow Card, Yellow Card exemption, OR NDIS Worker Screening Clearance
- Blue Card "Working with Children Check"
- Proof of Covid 19 Vaccination Status as per Public Health Order
- Maintain current Covid Vaccinations, including boosters

Accountability

- Key Workers are accountable to their Team Leader.
- Workers are required to follow CLA's Policies and Procedures, and statutory requirements.
- In accordance with the Staff Supervision and Staff Development Policy, regular supervision will occur.
- Workers will be supported with opportunities for ongoing professional development.

Community Living Program

POLICY AND PROCEDURES

PURPOSE

The Community Living Program (C.L.P.) is the original service activity of C.L.A. Inc.

Purpose

The Community Living Program is a community managed service that works with people with an intellectual disability to enable them to achieve their maximum potential as members of society:

- Through enabling people to make and act on their own decisions.
- Through working to create a community that includes all its members.

CLP Offers

- Environmental context (structures) in which people can define what is important to them and take control of their lives.

One environmental context that C.L.P. offers is 'your own place' where the adult is in control. Other environmental contexts are the wider community and participation in management of C.L.P.

- A way of working that enables people to take control of their own lives (process).

These include building a working relationship, 'unconditional positive regard', focusing on abilities rather than disabilities, working at people's pace, utilising experiential learning processes, giving lots of positive feedback and enabling people to control resources.

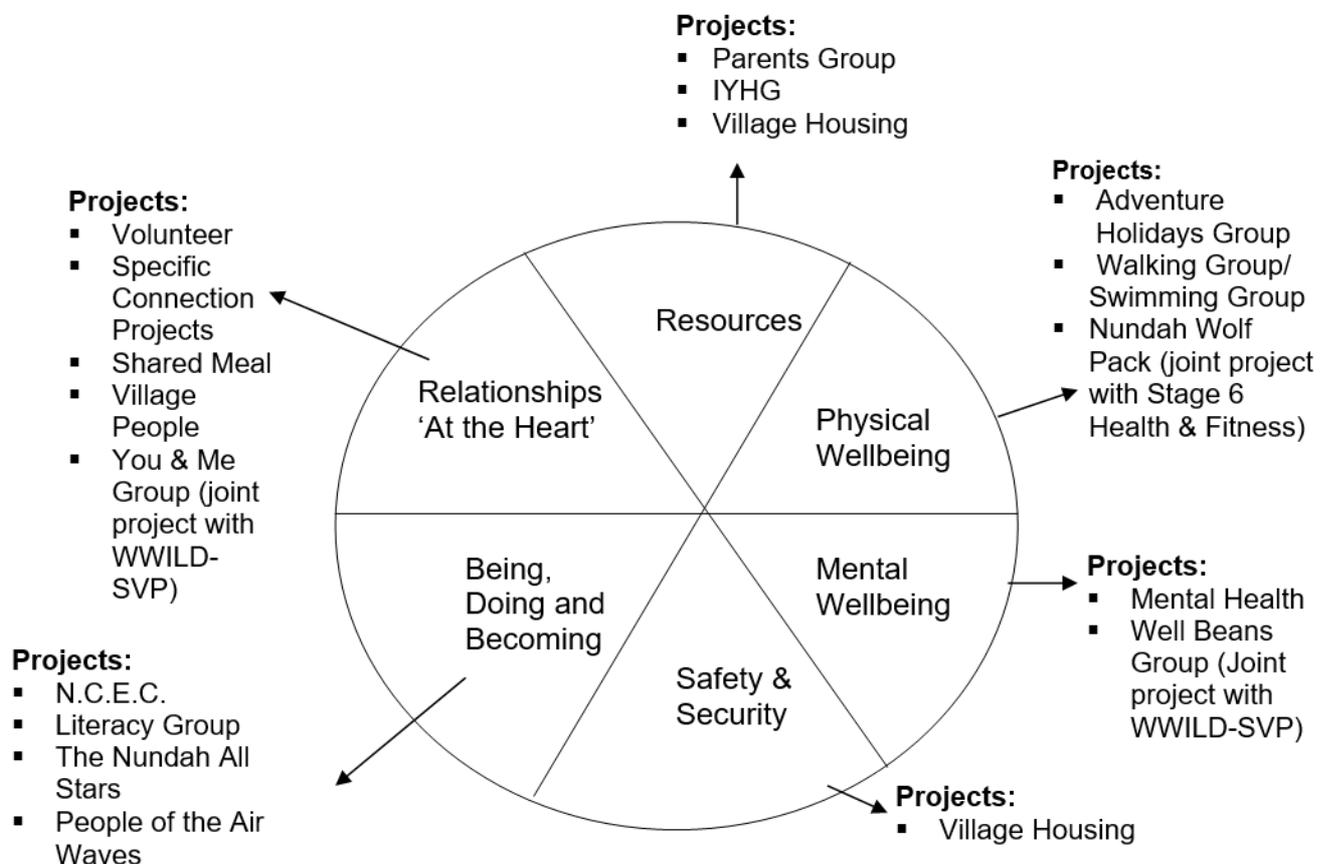
- A holistic approach

C.L.P. accepts the need for adults to develop their competencies across a range of skill areas if they are to successfully become independent.

Such competencies include:

- behavioural skills (e.g. handling money, using phone, etc.)
- social skills (e.g. making friends, negotiating)
- self-skills (e.g. delaying gratification, feeling good about self, handling frustration)

C.L.P. SERVICE FRAMEWORK



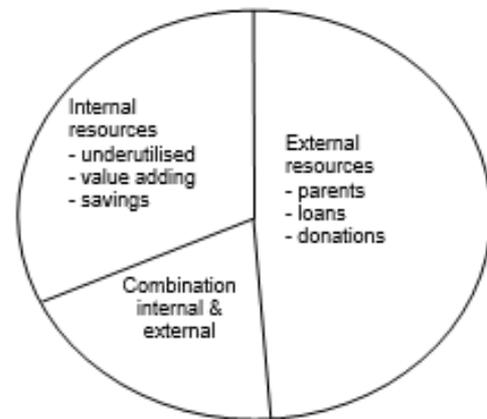
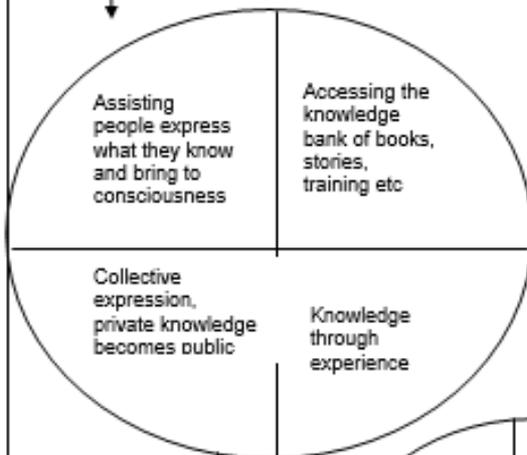
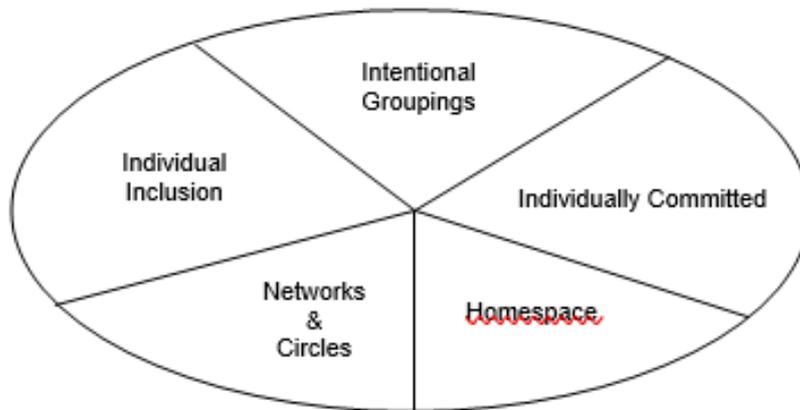
- Relationships are at the heart of our lives; we seek out relationships because of our need for others; relationships banish loneliness, offer friendship, offer intimacy, offer opportunity to strive together, to celebrate, to be joyful, to commiserate and to assist each other in times of need. There can also be darkness in relationships; anger, exploitation, harshness and cruelty. There can be loss. CLP believes relationship building work should be at the heart of our practice.
- Safety and Security people with intellectual disabilities are over-represented as victims of physical assault including sexual assault, fraud and bullying. While it is not possible to guarantee security to anyone living and interacting in the community we recognise the potential for exploitation of people with intellectual disabilities and the requirements for proactive strategies and the unfortunate necessity for reactive strategies.
- Mental Wellbeing is to be strived for, a sense of personal potency, a positive view of self, a sense of confidence about one's self in the world. However, our thoughts and emotions can create our own personal hell. Chemical changes in the brain, horrific events and exploitations, abuse and belittling, loneliness, boredom, addictions and substances, poor physical health, the stress of living, lack of adequate housing or income can chip away and imperil our psychological being.
- Physical Wellbeing is a gift. Our bodies can bring us pleasure but also pain. On many fronts we engage in an ongoing struggle between healthy choices and not so healthy choices. Nutrition, exercise, substances and hygiene. Sometime the harder life is the more we are pushed towards unhealthy options.

- Being, Doing and Becoming. Being happy with who you are, getting joy out of doing, feeling that you are a valued member of society, that your contributions are valued by others, the opportunity for change, development and to continue becoming.
- Resources; housing, income, food, clothing, furnishings and transport.

CLP Practice Framework:

- Capacity Building Framework
- New Resources
 - New Relationships
 - New Knowledge
 - New Decision Making

Relationship Building Framework



Community Living Association

POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies this potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 4.3 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations