



## Position Description

**Position Title:** Service Facilitator  
**Classification:** CPL EA - Schedule A - Level 5  
**Reports To:** Area Manager or Service Manager

### About CPL

CPL – Choice, Passion, Life is a non-profit organisation that provides vital support and services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

We give our clients the freedom of **choice**, the opportunity to chase their **passion** and the support to live the **life** they choose. CPL provides services every day, at every stage of life and have been doing so for 70 years in thousands of homes, schools, communities and workplaces.

### Our Vision

An inclusive society for all people.

### Our Purpose

To provide services for people with a disability, young people, adults, the elderly, their families so they can lead the life they choose.

### Our Difference

We have been working in local communities for 70 years and have the expertise to deliver services to people of all ages so they can live the life they choose.

### The CPL Way

**We are a business with a heart.** Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.

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- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.
- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

### Position Purpose

To facilitate and administer the provision of high quality in-home and/or community access activities and services to clients with various disabilities and/or the elderly, according to the aims of the organisation and in accordance with the objectives of the Strategic Plan.

To support continuous improvement in the business performance of client services in the region and effectively contribute towards achievement of the organisation's vision and purpose.

### Key Responsibilities (as applicable)

#### Disability Services

- Provide high quality support to clients in implementing, managing and maintaining their individual NDIA plans. Ensure clients are offered the opportunity and encouraged in a positive manner to make their own decisions and choices about their lives and lifestyles in line with their NDIA plans.
- Ensure individualised client plans are regularly reviewed and updated to ensure all client records are up to date and accurate.
- When required, undertake the role of case manager to ensure effective communication and coordination between services, staff and stakeholders providing support to a client.
- Provide support and assistance to clients to optimise their access to community activities and services to enable them to establish support networks within their local communities.
- When required, provide assistance to clients in managing their finances in accordance with CPL policies and procedures, and where applicable Public Trustee guidelines.
- Provide high quality supervision, support and mentoring to all direct care staff, and when required, undertake recruitment, induction, training and performance management of your team.
- Ensure a high quality service is delivered to clients by direct care staff and that all staff follow CPL's policies and procedures; and when required provide personal care support including transfers.
- Investigate client and staff incidents and maintain necessary records of service provision, including accurate reporting; ensure relevant information is communicated to appropriate stakeholders.
- Work with the Service Manager or Area Manager to manage the operational budget of the services, in accordance with CPL policies and procedures and service agreement requirements.
- Work with the centralised Shift Fill team to ensure efficient rostering management for services and when required provide a periodic on-call service in line with rostered arrangements.

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- Work with the Service Manager or Area Manager and our clients when funding does not match support requirements to request a review with the NDIA.
- Undertake other responsibilities as required and directed by the Service Manager or Area Manager.

### Aged Care Services

- Provide high quality support to aged care clients in implementing, managing and maintaining their individual care plans.
- Ensure clients are offered the opportunity and encouraged in a positive manner to make their own decisions and choices about their services and supports for daily living.
- Ensure individualised client care plans are reviewed (in line with procedures) and updated to ensure all client records are up to date and accurate.
- Undertake the role of case manager to ensure effective communication and coordination between services, staff and stakeholders providing support to the client.
- Provide support and assistance to clients to optimise their access to the community to enable them to establish support networks within their local communities.
- Provide high quality supervision, support and mentoring to all direct care staff, and when required, undertake recruitment, induction, training and performance management of your team.
- Ensure a high quality service is delivered to clients by direct care staff and that all staff follow CPL's policies and procedures.
- Investigate client and staff incidents and maintain necessary records of service provision, including accurate reporting; ensure relevant information is communicated to appropriate stakeholders.
- Work with the Service Manager or Area Manager to manage the operational budget of the services, in accordance with CPL policies and procedures and service agreement requirements.
- Work with the centralised Shift Fill team to ensure efficient rostering management for services and when required provide a periodic on-call service in line with rostered arrangements.
- Undertake other responsibilities as required and directed by the Service Manager or Area Manager.

### Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.
- Implement succession planning opportunities for key staff to ensure long term service continuity for clients.

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### Key Customers

- Area Manager or Service Manager
- NDIS Facilitators
- NDIA/Department of Health
- Mutual Service Providers of our clients
- Client supports – including family and advocates
- All direct report staff
- Recruitment and training teams
- BSU staff/ AH staff

### Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Demonstrated high level experience in providing quality service which supports individuals with disability support needs and the ability to implement clients' NDIA plans to achieve their lifestyle goals and/or demonstrated high level experience in providing quality service which supports individuals who are ageing that optimises their independence, wellbeing and quality of life (dependent on the position).
- Demonstrated ability to oversee the work of direct care staff to ensure they work effectively to deliver high quality services; including high level knowledge of human resources management practices
- Highly effective interpersonal and communication skills and the ability to negotiate and resolve conflict.
- Demonstrated problem solving skills within established guidelines and ability to establish workloads, set priorities, and exercise a degree of autonomy.
- Well-developed administrative and financial management skills including demonstrated intermediate skills in computer software applications (Microsoft Office suite of programs) and a good understanding of budget management practices.
- Previous experience or the ability to quickly learn marketing and sales skills to identify service opportunities with existing or new clients.

### Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Relevant tertiary qualification and/or equivalent experience in the provision of social and community services for people with disability support needs or Aged and Community Care (dependent on the position).
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening. Current National Police Check. (Aged Care positions only).
- Current 'C' class driver's licence.
- Current Apply First Aid and CPR qualifications.

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