



Position Description

Position Title: Household Facilitator
Classification: Schedule A: Disability Support Employees, Level 4
Reports To: Area 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 over 65 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 physical disability so they can lead the life they choose.

Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

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:

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- 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.
- 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

The provision of high quality in home and community access activities and services to people with disabilities living in 24-hour Supported Independent Living arrangements, according to the aims of the organisation and the objectives of the Strategic Plan.

To support continuous improvement in the business performance of CPL Support at Home Service and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Support and encourage individuals in a positive manner to make choices and participate in decisions about their daily lives, and that their dignity, privacy and the security of their possessions are maintained.
- Assist clients to manage their household, e.g. providing support to clients with menu planning, shopping, shift/staff duties list, household repairs and maintenance and bill-paying.
- Ensure the service is flexible and responsive to clients' needs, e.g. for support to access medical and similar appointments, banks, shops and recreation activities
- Co-ordinate the day-to-day operation of the household, set priorities for the household, draft and maintain a functional staffing roster and distribute tasks in an equitable manner to ensure smooth and flexible service delivery.
- Provide the direct support team with quality supervision, support and mentoring and when required undertake recruitment, training and performance management.
- Maintain systems of recording and reporting and monitor all day-to-day activities of the household and provide timely information and reports as required
- This role involves both local co-ordination and direct support work on a rostered basis and rotation in the after-hours (on call) roster.
- Undertakes other responsibilities as required and directed by the Area Manager.

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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.

Key Customers

- Liaises externally with clients, their families and decision makers.
- Reports directly to the Area Manager.
- Responsible for a team of Personal Care assistants.
- Liaises internally with Rostering and Shift fill team, People Learning and Culture teams, local Service Facilitators and NDIS facilitators.

Selection Criteria

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

- Demonstrated high level of communication (written and verbal), negotiation, conflict resolution skills and the ability to promote ideas and solutions clearly.
- Ability to work in a team environment and also independently within the household and the community.
- Ability to organise, exercise judgement and employ problem-solving skills within organisational guidelines.
- Ability to develop effective and flexible strategies for the provision of accommodation and lifestyle support for clients with high support needs.
- Good organisation and time management skills.
- Demonstrated ability in team leadership/coordination including ability to apply feedback relative to individual performance and give constructive feedback to others to improve performance and provide basic on-the-job training.
- Ability to interpret needs and responses and to act sensitively in interactions with others.
- Demonstrated skills, knowledge and experience and/or relevant qualifications in the support of individuals with complex needs.



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Additional Requirements

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

- Relevant human services certificate or qualification preferred or demonstrated experience in the disability services sector.
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Current 'C' class driver's licence.
- Current Apply First Aid and CPR qualifications.