



POSITION: Lifestyle Mentor
DIVISION: Community & Home Living
REPORTS TO: Program Manager
ISSUE DATE: March 2021

DSA CORE VALUES

Respect	Everything we do is underpinned by respect for each other and the resources that allow us to do our work.
Commitment	We strive for meaningful outcomes, taking pride in the work we do and the way we serve our people.
Courage	We always seek to do things better and speak up to ensure our most vulnerable feel safe.
Connection	We put people first, creating connections with our people, and seeking out partnerships to support our mission.

1 **POSITION PURPOSE:**

- The daily provision of positive role modelling, support and encouragement for the people receiving support from DSA.
- The provision of a communication pathway between each person, the team supporting them and all other important people and services in the person's life.
- Advocacy and when required provide representation for the person and or DSA in unplanned and planned interactions with external services and agencies including medical practitioners, guardians, law enforcement and the court system and other specialist services.
- The provision of mentoring that is in line with DSA's Vision, Purpose, Values, Policies & Procedures and compliance to all legislative requirements.
- To ensure all service provided meets the requirements of the NSW Disability Services Act, 1993 and supports the rights of all people, to dignity, respect and social and community inclusion as part of a culturally inclusive society.
- To support DSA's journey towards true Personalisation. Personalisation is about putting people with a disability firmly in the driving seat, building a system of care and support that is designed with their full involvement and tailored to meet their own unique needs.
- To support DSA's customer service charter.



2 DUTIES / RESPONSIBILITIES

- Encourage and develop mentoring that will, in the least intrusive manner possible, enhance opportunities for each person to pursue existing interests, acquire new skills and be involved in a wide variety of experiences appropriate to their age, gender, culture and religion.
- Facilitate personal ownership of strategies that will assist each person make decisions that will protect them while enabling them to grow emotionally.
- Mentoring that will promote living skills learning for life including personal budgeting, home maintenance, healthy eating etc.
- Provide personal care if required such as grooming, toileting assistant, changing sanitary napkins, brushing teeth, showering (any routines in customer care plan/profile)
- Encourage and develop mentoring that will facilitate self-determination that is informed and inspirational.
- Provide sensitive interacts with families and each person's network of friends and acquaintances.
- Develop professional boundaries between yourself and those you are mentoring while building a relationship of trust and honesty.

2.1 Planning and Development:-

- Contribute, using the positive mentoring relationship you have built, to the development of each person's service plan ensuring they are at the centre of the planning and in control to the highest level possible.
- Contribute to development of DSA's service response that will be designed to meet each person's needs and aspirations in a way that reflects how they want to live their life.
- Use the allocated resources (time, funds, facilities, equipment, staff hours etc) to provide flexible, individualised options, with the focus on each individual reaching their highest level of independence and ability.
- Work in collaboration with each person and all other people they select to be involved with the development and review of their goal setting and individual plan.
- Provide reports and complete all monitoring as requested to assist specialists, person's responsible and or Guardians develop individualised behaviour intervention plans.
- Be pro-active in bringing to your supervisor's attention your training and development needs and that of your peers.



- Keep abreast of changes in both the internal and external environment noting any possible impact on people's quality of life. Act upon information in a way that will advance the welfare of both those you are mentoring and the organisation.

2.2 **Service Delivery:-**

- Work collaboratively with the people you are mentoring, your team members, internal and external consultants, each person's family and all other people in each person's circle of friends and acquaintances.
- Listen, support and advise when the person you are mentoring is challenged or fearful of a situation that is new or difficult for them.
- Through leadership and role modelling ensure that the mentoring and support provided promotes the dignity, independence and the rights of each person.
- Recognising the person's right as an adult, ensuring discussions are had with the person about their expectations in regard to their day to day activities and any assistance you may be asked to provide; encourage the person to make or be involved in the decisions regarding how the time together (or as a group) or apart will be spent. Reminding each person of their capabilities and their right as an adult to be as independent as possible.
- Reminding each person of their responsibilities to themselves and being respectful of the social norms and legal obligations as an adult.
- Establish and maintain effective lines of communication with each person, families, carers, and advocates and other service providers. In doing this, ensure that a co-operative atmosphere of mutual respect, confidence and trust exists.
- Using a team approach, ensure you are aware and understand the need to respect, foster and support each individual's natural networks and links within their community.
- Work towards breaking down any negative community values which could infringe on a person's quality of life.
- Ensure the privacy and confidentiality of all individuals' information. Adhere to this and all other areas covered by the 'Objectives, Principles and the Application of the Principles' of the NSW Disability Services Act 1993. Report all serious breaches to the Site Manager.



2.3 **Teamwork:-**

- Ensure, through a team approach, you perform designated duties in an effective and reliable manner.
- Foster teamwork, by working collaboratively with colleagues.
- Work with other staff in an atmosphere of cooperation, respect and trust to enhance the outcomes of such meetings. Assist in fostering open lines of communication that will enhance opportunities for the exchange of ideas, concerns and general information.
- Provide guidance to staff under your supervision, accessing the skills and knowledge of the Lifestyle Mentoring Program Manager when needed. Ensure referral of major problems or breaches of policy or procedures.
- Ensure that all relevant reports, charts, activity outcomes and any other statistical information required are completed.
- Inform the Lifestyle Mentoring, Program Manager of any training requirements which you have identified through day to day service delivery.

2.4. **Broader Organisational role:-**

- Ensure the service delivery is efficiently and effectively implemented and reflective of the values of the organisation.
- Work as part of the Lifestyle Mentoring Team and participate in planning meetings as requested.
- Keep project ledgers, inventories, (where necessary) and other accountability procedures up to date.
- Liaise with external service providers, funding bodies, family members and community members, in a manner that will promote a positive image of the Organisation.
- Represent the team, branch, division and organisation at informal and formal forums as required and /or requested by the Lifestyle Mentoring, Site Manager.
- Provide information as required by Lifestyle Mentoring Site Manager for the development and / or generation of reports, reviews, tender documents, 'Expressions of Interest' etc.
- Regularly report to the Lifestyle Mentoring Site Manager on the progress of projects/activities for which you are responsible.
- Adhere to the Quality Management System.
- Ensure the property and vehicles used by you are properly maintained and serviced.
- Take a responsible role in the creation and maintenance of industrial harmony through effective team membership.



3. WORKPLACE HEALTH AND SAFETY (WH&S) RESPONSIBILITIES

- At all times work in a safe manner, and in accordance with DSA's WH&S policies, procedures and relevant work instructions.
- Report immediately to your reporting manager any hazards that may cause a risk in the workplace.
- Take immediate and appropriate action to eliminate or control any imminent risk observed in your workplace, and report the issue and action to your reporting manager.
- Observe safe systems of work and apply these to all employees, staff, contractors, service users and visitors to DSA premises and sites.
- Immediately report any injury sustained at work, or whilst journeying to or from work, to your reporting manager. Complete the on-line register of injuries.
- Maintain an effective working knowledge of DSA's WH&S policies and procedures.

4. OTHER

- Adhere to the policies and procedures of the organisation and all relevant legislative requirements.
- Undertake other duties as requested by your manager.
- Participate in meetings as required.
- Participate in quality reviews as requested.
- Participate in staff training and development as required.
- Undertake other duties as may be allocated by your manager.

I, the undersigned, have read, understood and agree to the duties of Lifestyle Mentor as contained in this job description.

Printed Name

Signature

Date