



INTERCHANGE PRACTITIONER

POSITION DESCRIPTION

Service:	Carer, Aged and Disability Services
Program:	Interchange
Position Title:	Interchange Practitioner
Location:	Cross sites
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee
Level:	Level 3
Travel:	Local travel on a day-to-day basis may be required using a fleet vehicle

UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.

The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety and recovery from adversity through the active creation of a trauma-informed community. Through the implantation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued supported and able to thrive.

1. POSITION CONTEXT AND SUMMARY OF POSITION

Consistent with UMFC's vision for our communities that every child and young person is cared for, the Carer, Aged and Disability Service (CADS), Interchange and Support Options Program provide a range of services that build on the capabilities of individuals and families, to support the needs of persons with disability as well as those undertaking care responsibility for persons who are may be frail, aged, have dementia, a chronic health condition or a disability. The Interchange program offers support for families, whose children have disabilities, through the provision of before and after-school activities, vacation care and family camps.

The role of the Interchange practitioner is to support children with disabilities within these programs, which also offer respite to families and carers through a range of social and recreational opportunities. We provide a responsive, high-quality service that builds on the strengths of individuals and families. Our approach includes providing tailored support to participants in activities that reflect their preferences and needs, guided by input from the participants, their families, allied health professionals and the Interchange program staff.

These may include but are not limited to:

- In-home support.
- Support within community-based settings.
- Supporting Interchange group activities.
- Transporting clients.

As the Interchange Practitioner, you will be required to assess, plan and deliver individual and group programs to participants. You will also be required, in liaison with the Senior Team leader, to organise and support Flexible support options for participants.

2. COMMUNICATION WITH OTHERS

Position supervised by:	Senior Team Leader
Supervises directly:	Nil
Communicates internally primarily with:	Carer, Aged and Disability Service practitioners, CADS Senior Team Leader, Service manager
Communicates externally primarily with:	Family members, volunteers, carers and relevant services.

3. KEY RESPONSIBILITY AND SELECTION AREAS

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1 Provide support to children and persons with disability in achieving their individual goals and aspirations. Enhance the individual's participation and inclusion in the community, while promoting personal safety and development within home-based settings.
KRA 3.2 Contribute to work practices with an underlying knowledge and experience in working with children with disabilities.
KRA 3.3 Maintain accurate, complete and timely records of your work activities in compliance with legislative requirements, organisational policies and privacy and confidentiality regulations.
KRA 3.4 Demonstrated appropriate interpersonal skills, self-awareness, self-management and community/cultural awareness in communications and interactions with others.
KRA 3.5 Proactively promote and support a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).

<p>KRA 3.6</p> <p>Work collaboratively with the Risk and Quality team by actively identifying, assessing, and mitigating risks within the role by meeting all compliance-related tasks and expectations, including but not limited to monitoring activity, adherence to organisational policies and procedures and completion of compliance training and promoting a culture of risk awareness and compliance.</p>
<p>KRA 3.7</p> <p>Contribute to the creation and maintenance of a culture that reflects the organisational values of unwavering integrity, considered empathy, determined advocacy, passionately optimistic and bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.</p>
<p>KRA 3.8</p> <p>Actively participate as a team member in relevant meetings, and professional development processes such as supervision, training, and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p>KRA 3.9</p> <p>Actively undertake all OHS requirements appropriate to the position and consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p>KRA 3.10</p> <p>Other duties as directed.</p>

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Regular
- Computer based tasks – Occasional
- Driving – Regular
- Lifting and manual handling – Frequent
- Activity based - Regular

5. KEY SELECTION CRITERIA

- 5.1 A minimum Certificate III qualification in Disability or Human Services area, or equivalent experience, in a related field
- 5.2 Demonstrated commitment to the values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and the Sanctuary commitments.
- 5.3 Demonstrated ability to communicate effectively with diverse individuals, showcasing strong interpersonal skills, emotional intelligence, self-awareness, and self-management. Ability to navigate community and cultural dynamics with sensitivity, fostering inclusive and respectful relationships with participants, families, and colleagues.
- 5.4 Demonstrated ability to comply with organisational operational requirements, including management of client data, documentation of outcomes and required administrative tasks.
- 5.5 A sound understanding of duty of care, OHS and risk management requirements.

6. ADDITIONAL ESSENTIAL REQUIREMENTS OF THE POSITION FOR SUCCESSFUL APPLICANTS

- 6.1 A satisfactory Victorian and NSW Working with Children Check
- 6.2 A satisfactory National Police Check (International where required)
- 6.3 Current driver's license
- 6.4 Current First Aid and CPR (can be working towards)

7. WORK CHALLENGES/PRESSURES

- Working with family's expectations and meeting their needs.
- Dealing with people with a variety of abilities and needs.
- Dealing with distressed clients.
- Physical demands of providing direct care.

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depend in large part on the support and structured reflection provided by the supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review
- a forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- a reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact their professional practice
- an opportunity for workers to build their skills and identify areas for future development in a supportive environment.
- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.

Supervision is a requirement for all workers at UMFC and appropriate opportunities will be provided from time to time for casual support workers either on an individual &/or group basis.

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or may be in smaller units