

## Position Description

<b>Position title:</b>	<b>Options Facilitator</b>
<b>Department:</b>	<b>Support Services</b>
<b>Reports to:</b>	<b>Manager Information and Capability</b>
<b>Award:</b>	<b>Social, Community, Home Care &amp; Disability Services Industry Award 2010</b>
<b>Supervisory Responsibilities:</b>	<b>None</b>

### 1.0 Our Organisational Vision and Mission

**Vision** – Rethink Brain Injury. Change society.

**Mission** – Ensure the rights of people impacted by brain injury, by connecting knowledge, policy, services and systems.

Synapse has an expectation that all employees will always behave in accordance with the Values of the organisation. Furthermore, an alignment between Synapse's strategy, and team and individual goals is necessary to ensure individuals can see how their individual effort and performance contribute to the attainment of organisational and team goals. Refer to the Synapse Strategic Plan for further information, where the four ethical Values are also outlined. All employees must ensure they meet the individual accountabilities.

### 2.0 Position Purpose

The role of Options Facilitator will be to work as part of the Information and Referral service, responding to enquiries on all issues relating to brain disorders. The Options team's primary role is to listen and respond to the concerns of the individual, discuss the type of assistance or information that may be appropriate and assist the individual to access information and support. The response may include the provision of appropriate capacity building resources, information sessions and or referral to other specialist services. The Options Facilitator will work as part of the National Options team to continue to establish, grow and advertise Synapse' Information and Referral services throughout the state and in a broader context, nationwide. The Options Facilitator will also contribute to new partnerships in the sector which provide opportunities for capacity building activities and future growth for the organisation.

## 3.0 Duties and Responsibilities

The Synapse Options Facilitator will undertake the following duties:

- Work collaboratively with other Synapse Options team members in contributing to the identification of focus areas, planning and coordination of required information, referral and support services and in consideration of the mode of delivery
- Report on the delivery of information and referral and network building activities
- Communicate effectively with a range of service providers and stakeholders to build community connections and referral pathways to and from Synapse
- Work in collaboration with people with a neurocognitive disorder, their families, and broader community sector in the provision of information, support and services which increase awareness of brain disorders

The Synapse Options Officer is responsible for demonstrating the following leadership characteristics within their role:

- Achieve results through task completion, commit to quality outcomes and adhere to documentation and procedures
- Builds and sustains positive relationships with other team members and stakeholders
- Take personal responsibility for accurate completion of work and seeks guidance as required
- Contributing learnings and advice to the broader Options team regarding the growth of information and referral services and observed trends
- Contribute to further capacity building activities as identified by the team as a whole
- Listen openly and work collaboratively within a team context whilst also being able to accept constructive feedback
- Demonstrate genuine intent in seeing positive outcomes for Synapse service users

### 3.1. Quality Management

- Support a positive organisational culture that promotes continuous improvement and innovation within our services.
- Ensure the completion of relevant documentation and records to ensure the effective monitoring and compliance with the Quality System.
- Recognise and communicate suggestions for improvement including customer complaints and feedback on Synapse services.
- Contribute to the effectiveness of improvement initiatives through compliance with Quality Management System policies, Audit recommendations, corrective and preventative action plans and their ongoing review.
- Comply with the relevant Disability Standards and their objectives.

### 3.3 Professional Development

- Must ensure compliance with the annual mandatory training requirements.
- Initiate and participate in continuing professional development activities relevant to the position and subject to manager/coordinator approval.
- In conjunction with the manager/coordinator; produce a development plan as part of the annual performance appraisal.

- Demonstrate involvement in relevant work-related training and education to ensure job skills and compliance are maintained.
- Actively participates in relevant professional organisations / associations.

### **3.4 Workplace Health and Safety**

Synapse views the safety of its workers, clients and the surrounding environment as a responsibility of all and is essential to our 'Zero Harm' approach. It is also essential to our long-term success.

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons in the workplace. They must comply, so far as they are reasonably able, with any reasonable instruction given by management and co-ordinators, as well as co-operating with any reasonable Synapse policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:

- to the extent of the worker's control or influence over working conditions and methods, take reasonable care to work safely.
- making sure that the work area is safe when leaving it.
- make proper use of all appropriate safeguards, safety devices and personal protective equipment.
- Follow agreed safe working practices and rules.
- Report all known hazards, accidents and incidents as soon as possible.

### **3.5 Equal Employment Opportunity**

The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace free from bullying, discrimination and harassment;
- Ensuring activities and practices prevent and eliminate unlawful discrimination;
- Promote merit and equity in the workplace.

### **3.6 Organisation Policies & Procedures**

- By signing this position description, you agree to abide by all Synapse policies, procedures and the Synapse Code of Conduct; a copy of which was provided to you.
- All Synapse employees must maintain currency of knowledge and practice within the specified policies, procedures, and regulations applicable to the position and as amended from time to time.

## 4 Qualifications and Experience

### 4.3 Essential

- Understanding of legislation and standards relevant to the disability sector and underpinning the NDIS
- Demonstrated awareness of the challenges for families of/ and people with Neurocognitive Disorders and or complex issues
- Competence in using Microsoft Office programs as well as demonstrated experience using client information systems
- Demonstrated experience in building rapport, negotiating and developing mutually beneficial relationships with a team and a diverse range of stakeholders to achieve organisational objectives
- Experience in providing information sessions and education in a professional capacity for the purpose of networking, increasing referral pathways to Synapse and generating community awareness of brain injury and related services
- Demonstrated competence in utilising well developed communication skills in communicating with people with disabilities, their families, community agencies and other professionals in a person-centred framework

### 4.4 Desirable

- Experience working with people with neurocognitive impairments and complex needs
- Experience working in a community development role

## 5 Compliance

- Right to Work in Australia, e.g. Australian birth certificate, passport, Visa, etc.
- Australian Drivers Licence
- Criminal History Screening including a National Police Check, Blue Card, Yellow Card, Working with Children Check, or ability to obtain
- Compulsory Third-Party Insurance on private vehicle (if to be used for work purposes).
- Complete the NDIS Quality and Safeguards Commission - 'Quality, Safety and You' NDIS Worker Orientation Module.

## 6 Key Performance Indicators

**KPI 1:** Actively demonstrate Synapse's Values in the workplace throughout day to day interactions with fellow employees, clients and all Synapse stakeholders.

**KPI 2:** Provide the relevant funding bodies with reports on specific goals, outcomes and success indicators within the agreed reporting frequency

**KPI 3:** Provide information and referral services within a timely manner and ensure that info and referral service users receive the appropriate level of support and referral

**KPI 4:** Build community connections between Synapse and other Providers through networking and initiating and responding to opportunities to work collaboratively towards increased awareness with other industry providers

**KPI 5:** Utilise effective data management systems for reporting requirements

**KPI 6:** Deliver information and referral services in a way that reflects contemporary practice frameworks for the disability sector, is person centred as well as promoting choice, control, individual human rights and social inclusion

## 7 Approvals & Acknowledgement

### Position Description Approved by:

<b>Manager/Coordinator name:</b> _____
<b>Signature:</b> _____
<b>Date:</b> _____

### Position Acknowledged by:

I hereby confirm my understanding and acceptance of the position's responsibilities and accountabilities, as outlined in this position description.

<b>Employee name:</b> _____
<b>Signature:</b> _____
<b>Date:</b> _____