Role Title: Program Support Worker  
Department or Function: Service Delivery  
Reports: Manager  
Number of Reports: Nil  

Lifestart is an Early Intervention and School Aged Years Service that provides a range of therapeutic, educational and support services to children and young people living with disability and their families. Lifestart's services are person and family centred, address the individual needs of children, young people and families and aim to give children and young people the best possible start in life and support to participate as active members of their home, school, family and community Services and programs are offered using a strengths based and person/ family centred approach.

ROLE PURPOSE  
To support the effective functioning and productivity of the team  
To support and co-ordinate group sessions, including playgroups  
To assist in the development and preparation of resources  
To support activities in the community

DUTIES AND RESPONSIBILITIES  
- Work flexibly in response to family needs.  
- Contribute to smooth transitions for families who are accessing new services and programs, including families who are leaving Lifestart.  
- Assist in preparation, implementation and evaluation of developmentally appropriate programs for individual children or groups.  
- Under direction, work with individual children and young people with disability.  
- Assist with the implementation of strategies to support children and young people to reach their goals, under the direction of teaching and therapy staff.  
- Record outcomes of intervention.  
- Utilise and maintain specialised equipment and technology as per instructions.  
- Prepare resources to carry out individual and group sessions.  
- Prepare the environment as required.  
- Help to clean up and pack away after session.  
- Carry out duties according to latest best practice guidelines.  
- Seek assistance when uncertainty exists in relation to programs or service supports.  
- Follow Work Health and Safety procedures to ensure hygienic management of all resources; including toys, equipment and preparation areas.  
- Ensure all equipment is in good order and organise repair and/or replacement as needed.  
- Carry out administrative duties as required

Communication  
- Communicate effectively with children, young people, families, other key stakeholders, and team members.  
- Work as a member of the team, participating in the exchange of knowledge and skills among team members.  
- Liaise/network effectively within the organisation and with the wider community.  
- Work with other key stakeholders within team, family, community and mainstream settings.
Organisational Responsibilities
- Comply with Lifestart policies and procedures and other relevant standards for service provision.
- Maintain contemporary understanding of NSW child protection guidelines and requirements and all other relevant legislation and policies that apply to work with children, young people and families.
- Participate in performance management, professional development and supervision as required.
- Participate in all of Lifestart staff meetings, plus branch and special purpose meetings as required.
- Act as a mentor and role model for other employees as appropriate.
- Contribute to the training and ongoing support of volunteers, as appropriate.
- Participate in community and professional networks as required.
- Attend and represent Lifestart at community events and forums as required.
- Participate in Quality Assurance activities.

Other duties as required

Standards
- Demonstrates knowledge of Equal Employment Opportunities (EEO), Work Health Safety (WHS) principles and the Disability Service Act (DSA)
- Demonstrates knowledge of Disability Services Standards, Standards in Action and the Addendum to the Standard in Action Manual: Guide for services working with children and young people with disability and their families
- Demonstrates knowledge of Child Protection / Keeping Them Safe legislation
- Maintains ethical and legal boundaries with clients, families and co-workers
- Maintains Duty of Care and confidentiality
- Supports the rights of children, young people and their families
- Empowers children and their families
- Complies with all Lifestart Policies and Procedures

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE:
- Equivalent to TAFE Certificate III in relevant studies, and/ or equivalent knowledge and experience. Operates at level of skilled team member.

Essential Criteria
- Ability to work flexibly in response to individuals needs and priorities
- Ability to work flexibly in response to families’ individualised needs and priorities
- Ability to work sensitively and empathically with families and individuals from diverse cultural backgrounds and complex needs
- Ability to work in alignment with organisational and government policy directions
- Demonstrate effective time management skills.
- Sound written and verbal communication skills
- Strong work ethic and ability to work independently, with appropriate support
- Demonstrated ability to work collaboratively as part of a team
- Proficiency in IT, specifically Microsoft Office
- A current driver’s licence and use of own car
Desirable Criteria
- Demonstrated ability to work with children and young people with disability
- Demonstrated experience in Family Centred Practice

KEY INTERACTIONS / RELATIONSHIPS

Contacts within Lifestart:
- Families and carers
- Branch staff, including discipline specific staff and administration staff.
- Managers and Senior Managers

Approved by: Suzanne Becker, CEO

August 2018

Declaration

I declare that I have read and accept the duties and responsibilities set out in the position description.

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