



Position Description

Community Services Lead

Reports to:

- Manager Community Services Team

Direct reports:

- Client Engagement Specialist (s)
- Family Support Worker(s)
- Aboriginal Community Worker(s)

Award level:

HPSSA level 3.3 – 3.5, depending on background and experience

Special Provisions:

- Willingness to travel to remote communities (by light aircraft or 4WD).
- Ability to obtain and maintain NDIS Worker Screening clearance.
- Willingness to adhere to MJDF's and/or Government vaccination policies and provide proof of compliance.
- Ability to obtain and maintain an NT class C manual drivers' license.

Summary of the position:

The Community Services Lead (CSL) role comprises team leadership and direct client support including:

- Team leadership (~20%)
- Direct supports to clients and families (~80%)

The CSL will have a direct client case load and will work as part of a multidisciplinary team that responds to our clients and their families by delivering holistic person-centered practice, and working in partnership with families living with MJD, by valuing and respecting MJDF's 'our-way' approach. The CSL will provide intensive services and support to families such as assessing client, family and carer needs; planning, information and referral; group work; liaising with and providing access and participation to community groups, welfare agencies, and government bodies.

In addition, the role will provide support to the Management Team across all core activities of the MJD Foundation (Education, Equipment, Advocacy, Research, Clinical Services and Community Services).

Key Responsibilities:

1. Leadership

- Lead the team of Client Engagement Specialists (CES), Family Support Workers (FSW), Aboriginal Community Workers (ACW) who support our clients.
- Collaborate and be guided by Cultural Advisors regarding 'Our Way' model of practice and the 'Proper Approach' to service delivery.
- Ensure staff receives appropriate education and training.
- Facilitate team meetings.
- Incident response & management (in collaboration with the COO).

2. Community Services

- Facilitate the effective delivery of Board endorsed MJDF Community Programs and supports.
- Provide NDIS Support Coordination for allocated clients.
- Organise respite trips for clients who are NDIS participants.
- Facilitate the therapy program "Staying Stronger for Longer" by supporting the provision of varied therapeutic/rehabilitative interventions for clients throughout the stages of MJD.
- In collaboration with allied health staff, facilitate the provision of adaptive equipment and/or home modifications when appropriate.
- Conduct person centred planning and risk assessments for clients.
- Maintain client files and person centred plans, and liaise with and share information with relevant government and NGO service providers with client consent.
- Liaise with and implement the recommendations of the MJDF research team.
- Provide education and training to clients, families, carers, service providers and other organisations including giving presentations to clinical staff and other service providers.
- Provide holistic, culturally appropriate support to affected families on a flexible basis.
- Facilitate and support clients' engagement with other service providers and community agencies.
- Apply capacity building and community development strategies.
- Facilitate meaningful, enjoyable activities to enhance quality of life.

3. Stakeholder Management/Advocacy

- Represent the MJDF regarding liaison with Stakeholders (both local and visiting).
- Raise community awareness.
- Advocate on behalf of affected individuals and families.

Selection Criteria:

- Relevant tertiary qualifications (in the health, disability, community sector) with subsequent relevant experience, or an equivalent combination of relevant experience and/or education and training.
- Experience working in a remote community.
- Knowledge and understanding of Aboriginal and Torres Strait Islander people and their communities and cultures from a historical and contemporary perspective.
- The ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people and in accordance with community protocols and customs.
- A commitment to person and family centred practice and working within the MJD Foundation 'Our Way' approach.
- Leadership skills and experience.
- Highly developed ability to communicate effectively, both orally and in writing.
- Resilience, flexibility with a 'can do' attitude.
- Demonstrated experience with a range of computer software and good computer skills.
- Commitment to multi-disciplinary and inter-sectoral working.
- Ability to work both independently and as part of a (cross cultural) team.

Desirable criteria

- Understanding of the mechanisms and processes of Machado Joseph Disease.
- Clinical experience in neurological and/or rehabilitation settings.
- Knowledge of the NDIS.
- Working knowledge of NT Government and/or NGO services and facilities.
- Training, education and/or mentoring experience.