Position Description

Position Of  Epilepsy Support Worker

Incumbent  Vacant

Reports To  General Manager Operations

Time  Full Time

Reports  Nil

Approved By  CEO  April 2019

1 Organisational Environment

Vision
People with epilepsy have equitable access to education and employment, feel safe and connected in their community and no longer die from their epilepsy.

Mission
Reduce the impact of epilepsy on people’s lives.

Organisational Context
The Epilepsy Foundation (EF) provides support for people living with epilepsy and their families to help them live better lives as defined by them.

Our services include information, advice and support, case management, as well as education and training, social and psychological research and advocacy for and with people with epilepsy.

We work to raise awareness of epilepsy in organisations and in the broader community to reduce stigma and create a more welcoming and inclusive society.

2 Position Summary

The Epilepsy Support Worker (ESW) has responsibility for delivery of information, professional support and services to individuals and families living with epilepsy. In particular this role has two key duties to perform: support the Epilepsy Information Line, including Information and referral functions and;

Be allocated clients in the role of a Key Support Worker (KSW) to provide additional individually focused support.

The role of the Epilepsy Support Worker is to provide information for enquiries, timely support to people living with epilepsy, and to establish the need for additional Epilepsy Foundation and other services through the completion of an initial needs assessment.

Through the Intake process, the role of the Key Support Worker is allocated to provide support, information and short-term case management for clients presenting with numerous or complex scenarios. The ultimate goal is for the client to feel empowered to self-manage their epilepsy and to self-advocate. The KSW role assists the client to achieve the outcomes that have been identified, and by directing clients to external supports or agencies as necessary. The KSW role will identify client needs and outcomes using contemporary practice such as a person-centred and strengths-based approach with the client in accordance with the EF Approach and service model.

In addition, the ESW is required to implement and monitor service delivery consistent with continuous quality improvements, including the DH&HS and National Disability Standards, network with agencies, hospitals, community services providers and other key stakeholders to support quality service delivery, operate in accordance with service
delivery model, standards and practice guidelines, maintain timely and accurate records and comply with the policies and procedures of the organisation.

3 Key Responsibilities

3.1 Service Delivery
Delivery of professional support and services to clients in accordance with the Epilepsy Foundation’s Service Delivery Model and funding guidelines including:

- operating in accordance with the service delivery model, standards and practice guidelines
- participating in the operation of the Epilepsy Information Line
- carrying an active case load of clients assisting them to meet their specific needs
- working co-operatively with Practice Leader to deliver consistency in service delivery and support the implementation of major projects ensuring that service provision meets the differing cultural, social and spiritual needs of clients
- supporting people living with epilepsy to be involved in advocacy and the development of appropriate self-advocacy skills
- collecting client information and entering case notes in the EF’s Client Manager System
- participating in external clinical and peer supervision provided to the team and individuals.

3.2 Leadership in Partnerships
Operate as a credible advocate for the Epilepsy Foundation and its clients in dealings with government, partner agencies, primary health providers, community organisations and other key stakeholders by:

- working with external service providers, to assist clients to identify and implement services which improve their health, support and community connections
- promoting Epilepsy Foundation as an approved provider of ‘first choice’ with organisations such as the National Disability Insurance Scheme and the Transport Accident Commission, highlighting the organisation’s values, objectives and quality approach
- building effective local networks with other service providers
- fostering relationships with other community organisations, health professionals including hospitals and community health services
- contributing to government service reviews, participating in relevant peak bodies and professional forums, as required.

3.3 Performance Management

- Actively maintain a current professional development work plan
- Maintain knowledge in the latest developments in epilepsy treatments and management
- Promote a health and safety conscious work environment for staff, volunteers and clients.

4 Position Dimensions

4.1 Level of Supervision/Accountability
The Line Manager monitors the performance of this position on a regular basis. The incumbent is required to demonstrate sound judgment to effectively prioritise the workload and to maintain a high quality in the service they provide.

The precise Key Performance Indicators will be determined annually and in conjunction with the Line Manager. These can be varied from time to time depending on the focus required from the organisation.

4.2 Decision making authority
The incumbent has the authority to decide day-to-day work related issues within the key responsibilities and duties. A budget and expenditure responsibility may be allocated for particular activities of the role in managing income and
expenditure. All other decision making relating to expenditure, staffing, media (etc), must be in line with the EF delegation of authority. Any issues falling outside these areas are to be referred to the Line Manager.

4.3 Flexible Work Hours and Travel (if applicable)
In order to meet the requirements of this role the ESW must be able to maintain flexible work hours and undertake some weekend work.

5 Position Competencies/Selection Criteria:
To be successful in this role the incumbent will need the confidence to deal with a diverse and changing work agenda with enthusiasm and flexibility demonstrating:

5.1 Personal characteristics
- An ability to work as part of a team and as a sole worker
- An ability to build partnerships and work in a collaborative approach with government departments, agencies, hospitals, community services providers and other key stakeholders
- An ability to take responsibility to be aware of and operate in accordance with Epilepsy Foundation policy, procedures and guidelines
- A capacity to work ethically.

5.2 Qualifications
Qualifications in any of the following fields:
- A qualified social worker, psychologist, occupational therapist or an agreed equivalent, with proven case management experience.
- Bachelor of Social Work degree, Occupational Therapy or Psychology – with Clinical Qualification or an agreed equivalent
- Experience in psychotherapy or family therapy an advantage
- Current registration for relevant qualification and professional body.

5.3 Knowledge and Experience
- Experience in client information provision and casework management
- Experience in supporting self-management and using a person-centred and strengths-based approach.
- Impeccable personal standards for continuous quality improvement of services
  Interpersonal skills with an ability to relate to people from diverse social-economic, cultural and educational backgrounds.

5.4 Professional & Technical Skills
- Sound judgement to effectively prioritise the workload and to maintain a high quality in the service they provide
- Confidence with computer systems and a user of standard business applications – Word, Excel, Outlook and Data Bases.

Safety screening and other requirements specific to this role

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Compliance</th>
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<tbody>
<tr>
<td>Employment is subject to Disability Worker Exclusion Scheme</td>
<td>✔</td>
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<tr>
<td>Employment is subject to a satisfactory Police Check</td>
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<tr>
<td>Employment is subject to a satisfactory Working with Children</td>
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<tr>
<td>First Aid Certificate</td>
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<tr>
<td>Current Driver’s Licence</td>
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Title | Name | Signature | Date
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CEO | Graeme Shears | [Signature] | 24/04/2019
GM | Brendan Lillywhite | [Signature] | 24/04/2019

*As part of the pre-employment screening process, prospective employees must be checked to ensure they are not on the List.*