

POSITION DESCRIPTION – COSMOS DIVINE CARE

Report to	Director CDC Pty Ltd 1800 953 997
Purpose	This position is primarily responsible for: Providing disability support activities to assist NDIS participants with their daily lives as instructed by Cosmos Divine Care.
Key relationships / interactions (internal and external)	Cosmos Divine Care Support Coordinators NDIS Participants NDIS Counsellors/Advocates Allied Health Services Relevant agencies and other professionals
Our vision statement	Our care philosophy reflects the vision and values of our organisation. It is an outworking of our commitment to human dignity that every human being, regardless of race, gender, colour, disability, different-ability, and sexual orientation is respectable as an individual and deserves to be treated with dignity, empathy, compassion, and utmost care.
Our mission statement	Our mission is to create opportunities for positive change by promoting and supporting the full potential of individuals, the strengths of families, and the well-being of our community. Moreover, we are committed to good governance, the welfare of clients and support workers via strong management accountability so to deliver services with the best practices.
Our purpose	We exist to be the first choice for people with disabilities, to be creative and responsive to their needs and aspirations whilst embedding people in their community.
Ongoing client support	We assist individuals to implement their NDIS plans to achieve personal goals and manage services to enhance the quality of life and individual outcomes. We respect and empower all people to be their best version of themselves.
Personal Attributes	<ol style="list-style-type: none"> 1. Assistance with Daily Personal Activities 2. Assistance with Travel/Transport Arrangements 3. Development of Daily Living and Life Skills 4. Household Tasks 5. Participation in Community, Social and Civic Activities 6. Supporting participants on referrals to organization services 7. Able to provide first-point-of-contact welcome and introduction to organization services. 8. Empathetic 9. Well organised 10. Able to manage/work around shifting priorities and competing demands. 11. Follow up with participants on referrals to organization services. 12. Provide information on choices available tailored to participant’s individual circumstances and needs. 13. Engaging, energetic and authentic 14. Strong attention to detail 15. Ability to instil calm and positively influence participants and third parties. 16. Ability to cope with the physical demands of the role e.g., manual handling tasks 17. Ability to understand and adhere to established work practices, workplace policies and procedures. 18. Application of techniques relevant to the workplace
Interpersonal/ Communication Skills	<ul style="list-style-type: none"> • Excellent oral and written communication skills to professionally interact with clients and other members of the public. • Empathises and builds strong rapport with people from a range of different backgrounds and circumstances. • Ability to instil calm and positively influence participants and third parties. • Emotional Intelligence- the ability to regulate emotions of self and others. • Collaborative problem-solving style. • Complete in-app notes after every shift.
Education, Experience, skills & knowledge	<ul style="list-style-type: none"> • Customer service experience (experience in a Disability/Community support or Not for Profit setting considered an advantage). • Keeness to develop knowledge of statutory requirements relevant to the workplace. • Acute attention to detail. • Commitment to the rights of people to live dignified lives. • Maintain legal compliance.