



Position Description

Community Accessibility
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ABN 75 167 006 048

Position Title:	Your Supports Coordinator
Award:	MA000100 – Social, Community, Home Care and Disability Service Industry Award 2010.
Classification:	Level 4
Remuneration:	Pay Point 1 – 3 dependant on experience and qualification
Superannuation:	9.50%
Salary sacrifice:	Up to 30% available at the conclusion of a 3 month probationary period. (Permanent staff only)
Term:	18 hours per week (with potential of additional hours) Initial 12 month contract with potential for ongoing
Location:	Shepparton
Reports To:	Operations Manager
Review Date:	January 2020

Mission: Community Accessibility Inc. works in partnership with clients, carers and other professionals, providing high quality and flexible services. Through leadership, and a dedicated team of staff and volunteers, we promote social wellbeing and independence.

Organisational Purpose

To enable independence through the provision of assisted transport services and community respite programs.

Organisational Overview

Community Accessibility Inc. was founded in 1998 and is a Not for Profit organisation. We have a hard working staff of 70 dedicated professionals and more that 280 exceptional volunteers who contribute their time and energy to support in the delivery of our programs within the Hume Region of Victoria.

We provide a range of funded and un-funded services within the Aged and Disability sectors and work in partnership with community services, local governments and other not for profit providers to assist individuals and groups to enjoy everyday activities.

We provide this assistance through our two service streams:

- Assisted Transport Service
 - Community Transport
 - Supported Transport
 - Information and Capacity
 - Accessible Vehicle Hire

- Your Supports Service
 - Community Based Respite
 - Home Based Assistance
 - Community Inclusion
 - Holiday and Leisure Activities
 - Support Coordination

Position Overview:

The Your Supports service has been developed with the aims and goals of the NDIS in mind and provides a range of outreach services to support disabled members of the community, including, but not limited to personal care, domestic assistance, respite, capacity building, community inclusion and support coordination.

As a part of our growing Your Supports service, the Your Support Coordinator will assist our participants to build their own capacity and to achieve their goals and participate more in the life of their community. You will assist in connecting them with different services and supports that meet their individual needs and goals, through the building of relationships with a variety of community and mainstream services.

Within the parameters of the role, the position is responsible for the development and implementation of the Your Supports Service in Shepparton and surrounds area.

Key Areas of Responsibility

Administration:

- Develop 'best fit' schedules for participants and optimise rosters for workers and the program
- Routinely utilise the established mechanisms, including client scheduling systems, technical solutions and documentation systems to ensure rosters are planned and distributed in advance
- Respond to "ad hoc" changes required by participants and workers by adjusting schedules and systems
- Assist with out of hours rostering when required
- Monitor rosters and schedules to ensure that support is delivered to participants that reflects the participants current service agreement and that it best matches participant and worker in terms of skills, interests and capability.
- As required, provide reports to the manager or their delegate
- Complete participant notes and documentation as and when required
- Utilise on-line portals to receive and accept referrals.
- Ensure the required service and billing records are maintained.
- Ensure all reporting and administrative matters are addressed to meet organisation requirements.
- Adherence to reporting, documentation and business administration requirements.
- Assist in the completion of participant registrations and assessment processes
- Development and supervise the implementation of care/support plans.
- Ensure procedures are adhered to and appropriate documentation is maintained.
- Ensure the implementation of new/amended reporting and administrative requirements.

Communication:

- Build positive relationships through engagement with stakeholders; including colleagues, participants, families and carers
- Using a range of communication techniques, effectively handle complex, sensitive matters involving a range of people including professional and specialist staff.
- Report on complicated issues where some liaison with other teams or organisations is involved.
- Ensure quality of service and effective liaison/communication with participants.
- Maintain a positive working relationship with other services and programs

Service Delivery:

- Ensure person centred approaches to identifying goals and aspirations for people with disabilities are understood and incorporated into plan implementation and service supports.
- Contribute to local planning and development of service supports.
- Ensures all duty of care and safety requirements are adhered to in respect to personal care and related support, including the assistance of medication.
- Ensure provision of all relevant levels of required assistance including appropriate use of tools and technologies.

- Ensure appropriate allocation of staff, service delivery liaison/communication; provision of information, and effective referral practices.
- Ensure team members have an appropriate level of disability knowledge and the skills to engage with people.
- Assist with the evaluation of services, preparing reports as required.
- Develop capacity building activities for participants as required.

Leadership and Teamwork:

- Monitor and coach individual and team outcomes, achievements and performance.
- Provide procedural direction and advice and ensure knowledge and information is shared.
- Ensure risk mitigation and assessment and quality improvement practices are in place.
- Effectively represent the team and participate as an effective team member.
- Ensures team members build knowledge and strong working relationships with community groups, service providers and other agencies.
- Ensure all staff maintain the highest standards of confidentiality and privacy.
- Participate in supervision and team meetings
- Ensures resourcefulness and creativity are enabled.
- Ensure team members possess required knowledge and approach situations flexibly and creatively.

Participant Relationships and Inclusion:

- Ensure participants are appropriately supported in exploring and resolving their needs, expectations and goals.
- Display a comprehensive knowledge of supports and services available within the target area.
- Work with stakeholders to understand Service Agreements and participants needs prior to development of schedules and rosters.
- Understand and display confidentiality and privacy principles at all times.
- Ensure goals and aspirations are met through effective care plan development and support processes, particularly for people with a variety of complex requirements.
- Develop or assist with identifying an appropriate range of opportunities and/or supports.
- Represent the organisation and work to extend networks and build disability knowledge and capacity in the community.

Stakeholders:

- Develop and maintain effective partnerships with stakeholders in line with the organisations strategic focus and program areas.
- Ensure a positive image of people with a disability and the organisation in the community is presented.
- Consistently promote the CA Inc. brand
- Understands the significance of stakeholder relationships and their importance.
- Contribute to positive relationships with relevant stakeholders, building a network of people as required.

Support Worker Responsibility:

- In conjunction with the OP, assist in the recruitment and induction of support workers
- Allocate support workers to support participants
- Supervise support workers during their involvement with the service
- Support staff to ensure they are highly trained and aware of the organisations responsibilities with regard to service provision standards.
- Ensuring that all support workers in your charge are provided with
 - A safe and risk free work place
 - The appropriate training and induction to complete required duties

Policy, Procedures and Occupational Health and Safety:

- Undertake all activities in line with organisational policies.
- Undertake all activities in line with DHHS and Disability Services National Standards.
- Actively consider and participate in best practise OH & S for self and staff.
- Contribute to the continuous improvement of OH&S practices within the organisation.

Responsiveness to identified needs:

- Assume responsibility for additional projects and tasks, as assigned by the GM
- This position may require the incumbent to occasionally work at other Community Accessibility locations if the need arises.
- Carry out such duties as are within the limits of the employee's skills, competence and training and is consistent with the spirit of the organization to ensure CA Inc. maintains a cooperative culture.
- A knowledge of the principles and practices of Equal Employment Opportunity and Occupational Health and Safety and an ability to apply them in the work place.
- Monitor local opportunities to suggest possibilities of new program development and delivery.

Budget responsibilities:

- In consultation with the OM, develop costing's for support requirements for potential and existing participants.

Professional Development:

- Participate in a position and performance review as required or determined by yourself or your supervisor.
- Attend additional training and workshops etc as deemed appropriate and with the approval of your supervisor.
- Contribute to a learning environment and encourage direct reports to seek continued professional development.

Level of Responsibility:

This position has the authority to:

- Undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined
- Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge
- Identification of specific or desired performance outcomes
- Contribute to interpretation and administration of areas of work for which there are no clearly established procedures
- Exercise responsibility for various functions within a work area

Extent of Authority

This position has the authority to:

- Required to set outcomes within defined constraints
 - Freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices
 - Solutions to problems generally found in precedents, guidelines or instructions
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Qualifications and Experience

Essential:

- Degree or Tertiary qualification in Disability, Community Services or Social Services and/or equivalent industry experience.
- Knowledge of the policy and principles relating to disability and the NDIS.
- Understanding of the Disability Standards and how they relate to service delivery.
- High level of networking and service implementation skills
- High Level of computer skills in Microsoft Office.
- Ability to work with limited supervision.
- A current driver's licence.

Desirable

- Knowledge and experience within the Goulburn disability sector.
- A commitment to the philosophies of volunteering, the rights and responsibilities of volunteers and to the aims and objectives of the program.
- A knowledge of and demonstrated commitment to the principles and practices of Equal Employment Opportunity and workplace Health and Safety and with an ability to apply them in the work place.

Other relevant information:

- A successful Police Check and Working with Children Check will be required.
- It is essential that the appointed person is a competent and licensed driver, as they will be required to drive a variety of vehicles as program needs determine.
- The incumbent may need to perform work, outside of normal office hours and including evenings.

Reporting Relationships:

Reports to: Operations Manager

Direct Reports: Support Workers

Selection Criteria:

In addition to the qualifications and experience listed above applicants should address the following selection criteria when submitting their application.

1. Degree or Tertiary qualification in Disability, Community Services or Social Services and/or a minimum of 4 years equivalent industry experience.
2. Demonstrated experience and knowledge of working in the disabilities sector.
3. A solid understanding of the NDIS, particularly in relation to service delivery and the importance of choice and control for participants.
4. Demonstrated ability to work with and support staff.
5. Ability to work as a member of a team with minimal supervision and to prioritise work and meet deadlines.
6. High Level of computer skills in Microsoft Office and the use of databases.
7. Demonstrated experience of working in a community setting.
8. Demonstrated ability to apply initiative and think creatively and innovatively.
9. Demonstrated ability to communicate effectively, in both written and verbal forms.
10. A current driver's licence.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

I, _____, hereby acknowledge and accept the position of employment on the terms and conditions as detailed herein the position description of Your Supports Coordinator – Mildura, at Community Accessibility.

I have reviewed this job description and I understand all my job duties and responsibilities, the job description is not intended to be an exhaustive list of the duties I may be required to perform, rather an indication of the kinds of duties that fall within the scope of the position.

I am able to perform the essential functions as outlined. I understand that my job may change according to the needs of Community Accessibility Inc. and to my ability to carry out such duties as are within the limits of my skills, competence and training.

If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I have discussed any questions that I may have had about this job description prior to signing this form.

Date this _____ day of _____ 2019

Signed:

Name: