



<b>POSITION DESCRIPTION</b>	<b>Coordinator</b>
<b>ORGANISATIONAL SETTING</b>	Reports to: Operations Manager
<b>AWARD LEVEL</b>	SCHCADS Level 5
<b>PURPOSE</b>	The Coordinator is a dynamic role responsible for supporting individuals and their families to plan, coordinating supports, and providing the very best in person-centred, relationship-based care and support.
<b>KEY RESPONSIBILITIES</b>	<ol style="list-style-type: none"> <li>1. Recruit, lead and mentor a team of dedicated and enthusiastic support workers to provide excellent supports and services for people with disability and their families to achieve positive outcomes;</li> <li>2. Recognise, value and nurture the talents of support workers and the people they support, ensuring person-centred relationship-based care and support;</li> <li>3. Encourage and support innovative thinking in the planning and delivery of support services;</li> <li>4. Maximise the involvement of individuals and their families in designing and developing their support;</li> <li>5. Delivery of services in a manner that minimises the impact of administration and bureaucracy on families without comprising the reporting needs of Directions Disability Support Services (Directions);</li> <li>6. Delivery of services within budget and in a manner that does not compromise the needs of the people we support;</li> <li>7. Effective management of risk and the safety of the support workers and the people they support.</li> </ol>
<b>STATEMENT OF DUTIES</b>	<p><b>Understanding the people we support:</b></p> <ol style="list-style-type: none"> <li>1. Appreciate and understand the issues experienced by people with disability and their families;</li> <li>2. Maximise the involvement of people and their families in designing and developing their own services and supports.</li> </ol> <p><b>Service Delivery:</b></p> <ol style="list-style-type: none"> <li>1. Work closely with NDIS staff in the planning process for new and existing individuals with acute attention to detail and a focus on innovation to ensure the best use of funds;</li> </ol>

2. Develop, implement and review person-centred support plans in consultation with individuals, their family or guardian and support workers that reflect the goals of the individual;
3. Assist individuals and families to identify and secure support workers that are best suited to their needs;
4. Recruit support workers, involving individuals and families in the process as appropriate;
5. Mentor support workers, ensuring that performance targets are achieved and training requirements are met;
6. Ensure efficient rostering and coordination of support workers to maximize their availability to individuals and families;
7. Contribute to the development of procedures and operating frameworks in support of service delivery;
8. Ensure regular and annual support worker reviews and appraisals
9. Use and populate database in accordance with the requirements of Directions and funding bodies;
10. Provide accurate and timely external reporting to funding bodies;
11. Maintain and regularly revise Directions' operational risk register in consultation with support workers and the CEO;
12. Participate in and assist with Directions' staff development activities including regular inductions and professional development activities;
13. Undertake community development activities as requested by the CEO e.g. marketing and networking of Directions' values and capabilities in new geographical areas.

**Relationships and communications:**

1. Build strong relationships with NDIS planners and coordinators, maintaining regular communications and facilitating their role;
2. Create, negotiate and build effective relationships and rapport with individuals, families and support workers. Take responsibility for sharing personal knowledge and skills across the organisation and provide training and mentoring when required;
3. Develop and maintain professional and functional relationships with peers and colleagues within Directions;
4. Develop and maintain professional links and networks with relevant external organisations.

Directions undertakes to maintain a positive workplace culture that results in strong motivation, commitment and productivity. To ensure this all employees demonstrate values and behaviours that value diversity and promote accountability, co-operation and respect in the following areas:

**Team work**

1. Work as part of the team and work autonomously as required;
2. Ensure effective information sharing and communication including attendance at meetings and contribution to communication strategies;
3. Participate in relevant training;
4. Demonstrate a willingness to participate in team and planning discussions to resolve potential conflict.

	<p><b>Environment</b></p> <ol style="list-style-type: none"> <li>1. Ensure all work related activities are carried out in compliance with the Disability Service Standards;</li> <li>2. Any procurement of goods and services include consideration of the environmental footprint;</li> <li>3. Minimise wastage of office materials through reduction, reuse or recycle principles;</li> <li>4. Participate in environmental awareness activities;</li> <li>5. Report environmental issues to appropriate people.</li> </ol> <p><b>Continuous Improvement</b></p> <ol style="list-style-type: none"> <li>1. Contribute to continuous quality improvement by constantly seeking out opportunities to improve work practices and procedures;</li> <li>2. Assist the quality evaluation process by identifying, incorporating best practice and providing regular reports on quality activities undertaken.</li> </ol> <p><b>Occupational Health and Safety</b></p> <ol style="list-style-type: none"> <li>1. Contribute to the maintenance of an occupationally safe and harassment-free workplace;</li> <li>2. Ensure occupational health and safety issues are considered in all aspects of duties performed;</li> <li>3. Maintain high standards of performance and adopt a proactive approach to occupational health and safety issues;</li> <li>4. Ensure compliance with statutory requirements and company policies and practices;</li> <li>5. Report all observed safety incidents and hazards and recommend improvements;</li> <li>6. Comply with all state and federal anti-discrimination, bullying and sexual harassment legislation.</li> </ol> <p><b>Other</b></p> <ol style="list-style-type: none"> <li>1. Ensure the confidentiality of any and all information obtained in relation to the position;</li> <li>2. Comply with Directions' internal quality systems, policies, procedures and protocols;</li> <li>3. Represent Directions in a professional and credible manner in all interactions with the community and other external stakeholders;</li> <li>4. During normal working hours focus attention on the activities of Directions;</li> <li>5. All other tasks as directed that are reasonable and appropriate for the role.</li> </ol>
<p><b>SELECTION CRITERIA</b></p>	<ol style="list-style-type: none"> <li>1. Significant coordination experience demonstrating highly effective people and teamwork skills and delivery of outcomes for people with disability and their families;</li> <li>2. Experience in the provision and coordination of person-centred and relationship-based support;</li> <li>3. Substantive experience implementing government funding for the delivery of services in a competitive environment;</li> <li>4. Up to date knowledge of the policy, funding and reporting environment for a not-for-profit organisation in the disability services sector;</li> <li>5. Excellent communication and interpersonal skills with demonstrated ability to engage people from all backgrounds;</li> </ol>

6. Ability to promote, represent, advocate and influence in a complex and changing environment;
7. Ability to think strategically, innovatively and practically about ways to support people with disability to live in the community;
8. Ability to resolve complex and challenging issues by taking timely and appropriate decisions;
9. Ability to plan and manage resources and budgets effectively;
10. Strong understanding of service systems and processes necessary for the successful delivery of disability services;
11. Ability to manage staff through change and the complexities of growth and diversification;
12. Tertiary qualifications in a relevant field would be well regarded.

**Appointment Pre Requisite**

1. National Police Clearance Certificate;
2. Current First Aid Certificate;
3. Current Driver's Licence.