

POSITION DESCRIPTION

POSITION TITLE:	Coordinator In-Home & Community Support
BUSINESS UNIT:	Community Connection
LOCATION:	50 Rae Street Colac
INCUMBENT:	
REPORTS TO:	CEO
DATE COMPLETED:	September 2020

PRIMARY PURPOSE

The primary purpose of this role is to coordinate and manage our In Home Support teams and after hours social and community program areas and Holiday programs of the *Community Connection* business unit; to ensure the provision of high quality, responsive, individualised services; to ensure contractual compliance with the requirements of relevant funding bodies (eg: NDIS, DHHS, DSS and TAC;) and to ensure appropriate management and reporting for all clients and employees.

REPORTING RELATIONSHIPS

Report to: CEO & Manager Quality & Safety & Manager Corporate Services

Peer to: Coordinator – Community Connection
 Coordinator - In-Home & Community Support (second position)
 Coordinator – Food A Roma
 Coordinator – Zen House
 Coordinator – Studio 92
 Coordinator – Support coordination
 Coordinator – Jiffy
 Coordinator - Corporate Services
 Quality & Safety Officer

Subordinate positions: Disability Support Worker(s) & Personal care attendants

Business unit structure: as per SkillsConnection organisation chart

KEY RESULT AREA	ACCOUNTABILITY	KEY PERFORMANCE INDICATORS
OH&S	Ensure a safe working environment	<p>Coordinate and monitor safety performance by:</p> <ul style="list-style-type: none"> • Complying with all legal, regulatory and SkillsConnection responsibilities and procedures. • Conducting OH&S assessments on workplaces, participants needs and programs • Actively participating in staff safety training sessions and staff meetings. • Reporting all OH&S issues in a timely manner. • Demonstrating personal commitment to safety.
Leadership	Ensure consistent staff performance	<p>Coordinate and monitor staff performance by:</p> <ul style="list-style-type: none"> • Providing clear and timely direction and support to staff. • Building and maintaining effective teamwork between staff. • Provide mentoring and supervision to staff. • Setting a personal example of taking personal responsibility for the actions of the team and appropriately recognising individual contributions.
Program Delivery	Ensure consistent standard of work	<p>Coordinate and monitor program delivery by:</p> <ul style="list-style-type: none"> • Delivering high quality individualised programs and services. • Ensuring compliance with all NDIS Quality and Safeguards and associated legislation (DHHS & DSS). • Develop and monitor rosters for in-home support teams, Holiday programs and social activities • Develop and review client profiles and support requirements • Regularly reviewing program activities and services. • Managing budget performance within agreed limits and parameters. • Producing monthly activity reports.
Quality	Maintain standards and promote improvement	<p>Coordinate and monitor work standards by:</p> <ul style="list-style-type: none"> • Applying SkillsConnection vision, mission, and code of conduct, policies and procedures relevant to Community Connection. • Seeking and acting on feedback on service provision. • Identifying and implementing opportunities for improvement. • Conduct annual customer and client surveys. • Participate in both internal and external quality audits of service. • Input into development and review of continuous improvement plan. • Participating in group development activities.
Communication	Contribute and share information	<p>Coordinate and monitor productive communication by:</p> <ul style="list-style-type: none"> • Maintaining proactive and regular communication with managers and staff across the SkillsConnection team. • Maintaining appropriate contact with organisational clients, contractors and suppliers. • Establishing and maintaining networks with relevant peers.

SKILLSCONNECTION CODE OF CONDUCT	
KEY BEHAVIOURS	KEY BEHAVIOURAL INDICATORS
We will abide by the NDIS Code of Conduct	<ul style="list-style-type: none"> • Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions. • Respect the privacy of people with disability. • Provide supports and services in a safe and competent manner with care and skill. • Act with integrity, honesty and transparency. • Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability. • Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of people with disability. • Take all reasonable steps to prevent and respond to sexual misconduct.
We treat people with respect	<ul style="list-style-type: none"> • Maintaining a safe and fair work environment. • Treating everyone with respect, regardless of their role or individual differences. • Valuing our colleagues and their personal commitment to delivering quality outcomes. • Encouraging co-operation and personal development in all who work with us. • Understanding and responding to the needs of our clients and other stakeholders.
We are honest and transparent in all we do	<ul style="list-style-type: none"> • Being open and fair. • Refusing to participate in misleading or deceptive practices. • Avoiding conflicts between our work for SkillsConnection and our other interests. • Refusing any inducement for preferential treatment.
We are accountable for all our actions and their consequences	<ul style="list-style-type: none"> • Taking personal responsibility for what we do. • Setting a personal example of accountability and pro-actively assisting others to do the same.
We use our resources safely and responsibly	<ul style="list-style-type: none"> • Using SkillsConnection's property and resources only as authorised. • Complying with safe operating procedures at all times. • Setting a personal example of safe behaviour and pro-actively assisting others to do the same. • Not disclosing confidential information without authorisation.
We abide by the law and act accordingly	<ul style="list-style-type: none"> • Ensuring compliance with law, custom and business practice wherever we operate, without compromising our code of conduct. • Reporting immediately any known breach of law, custom or business practice.
We recognise the diversity, capability and potential of our community	<ul style="list-style-type: none"> • Acknowledging individual needs and aspirations • Working to facilitate achievement of potential. • Providing an inclusive, non-discriminatory environment.

CORE TASKS

With the support and direction of CEO and Management Team ...

All coordinators have the responsibility to participate in a rotating on-call system .

All coordinators may be requested to coordinate special projects. This will be done following a conversation regarding agreed time allocation and specific responsibilities for each project.

All coordinators are responsible to mentor, educate, support and encourage all direct support staff.

All coordination roles have a hands on component – this role will include the responsibility of working as part of in home support and after hour social programs and other areas of community connection programs in a hands-on role.

All coordinators are responsible to ensure all direct support staff act in a manner and that all service delivery is conducted to a high standard and all activities reflect SkillsConnections vision, mission, policies and procedures, code of conduct and all legislative, service agreement and industry standards and criteria.

• **Client support:**

- Ensure all support given reflects The NDIS Quality & Safeguards standards and all legislation e.g Charter of Human Rights and NDIS principles and Business rules.
- That Service is individualised and supports each persons goals and individual needs.
- Provide encouragement, support and opportunity for clients to participate within the community.
- Provide orientation to new Clients
- Assist clients with personal hygiene.
- Participate and encourage clients to try new experiences.
- Empower and support people in a dignified and least restrictive manner.

• **Client Documentaation:**

- Review and maintain all documentation for PCP process.
- Liase with families and carers .
- Ensure client files both hard and electronic copies are regularly updated.
- Liases with Quality and Safety Manager.
- Review individual needs / Goals in client PCP and ensure they are reflected accurately in client profiles, program notes and that strategies reflect individual goals and identified support requirements.
- Review client individual assessment of skills and support needs.
- Participate in the development of, implementation and review of behaviour management plans
- Complete all responsibilities and documentation as per Community Connection policis and procedures for access, planning inclusive of but not limited too:
 - PCP
 - Individual plan inclusive of agreed goals and strategies
 - Client profile
 - Individual risk assessment
 - Client orientation check list
- Complete incident reporting both internally and externally for both staff and participants.
- Complete and act on SkillsConnection incident reports for employee injury /property.
- Review incident reports and PCP documentation completed by Disability Support Workers.

CORE TASKS

- Ensure accurate reporting and meet required timelines for all NDIS Commissioner reporting.
- **Coordination documentation and reporting:**
 - Prepare monthly report to manager responsive to specific coordination role responsibilities, staff supervision, and progression of reportable requirements included in your position yearly calendar (Report template provided.)
 - Document Bi-monthly 1:1 supervision of identified mentoring staff in preparation for career development and performance management.
 - Document individual staff highlights or areas that require improvement, noticed or reported to you in their staff file for the nominated coordinator to follow up with at monthly supervision meetings. Also note action taken if it had to be addressed by you at the time reported.
 - Prepare a brief monthly overview of role for newsletter.
 - Participate in monthly quality and safety meetings
- **Training:**
 - Participate in personal development and maintain knowledge of industry changes to a high standard.
 - Participate in planning and implementation of staff training, mentoring, Bi-monthly 1:1 supervision, career development and performance management for identified staff.
- **Service delivery:**
 - Maintain high quality day-to-day service delivery.
 - Support, lead and supervise staff in day-to-day service delivery.
 - Liaise with peer coordinators to ensure shared client information and quality of service delivery
 - Develop and monitor staffing roster – group activities, 1:1 supports .
 - Develop and monitor data base for clients BSP and PCP review dates.
 - Monitor and respond to client/family/carers complaints and report to manager quality & safety via monthly report.
 - In consultation with CEO to gain approval for marketing materials for Community Connections programs
- **Staff – leadership / mentoring:**
 - Monitor Bi-monthly 1:1 staff supervisor process (documented) with direct support staff to enable completion of staff performance reviews.
 - Promote and ensure a positive and safe workplace.
 - Maintain a high standard of day-to-day service delivery and time management.
 - Supervise, direct and support disability support staff, volunteers and students as required to ensure high quality service delivery.
 - Participate in staff recruitment
 - Orientation of new staff.
 - Educate, monitor and support all staff and volunteers to perform their duties in a manner that reflects SkillsConnection's vision, mission, code of conduct, policies and procedures and all relevant legislation and funding requirements.
 - Participate in, implement and monitor SkillsConnection performance review and career development for all staff.
 - Provide debriefing sessions following incidents in the workplace.
 - Ensure staff have sound knowledge of accountabilities and role responsibilities.

CORE TASKS

- Ensure all staff have a sound knowledge of organisation vision, mission, code of conduct, policies and procedures and all relevant legislation and funding requirements.
- **Planning:**
 - Participate in development and implementation of business plan for SkillsConnection.
 - Participate in the development of Community Connection business plan.
 - Participate in the development and review program information and brochures pertaining to Community Connection for clients, carers and families and marketing.
- **Finance:**
 - Participate in the review and monitor of all program costs for Community Connection.
- **Quality:**
 - Participate / support implementation of annual staff/client/customer service satisfaction survey's.
 - Participate in internal / external annual audit against The NDIS Quality & Safeguards Standards.
 - Assist in the development of and implementation of Community Connection annual continuous improvement plan.
 - Participate in the annual reporting / evaluation of annual continuous improvement plan.
 - Participate in annual review or as per required all workplace procedures.
 - Receive, act and document and report (Community Connection complaints form) on any concern / issue or formal complaint raised by client/family/carer/staff member/stakeholder and provide completed documentation to Manager Quality & Safety.
 - Conduct annual client/carer service satisfactory survey and compile results.
 - Implement and monitor continuous improvement plan and report to manager quality & safety via monthly reporting process.
 - Initiate, monitor and document team meeting inclusive of minutes and action statements.
- **Safety:**
 - To role model safe work practices at all times.
 - Provide education and information with regard to safety to all clients, staff and volunteers.
 - Monitor and report all safety concerns.
- **Responsibilities specific to In-Home support & Community Supports Coordination role:**
 - Develop and monitor staffing roster – In Home Support, 1:1 support, community and social activities and Holiday programs.
 - Develop and monitor data base for clients interests for social activities and personalities.
 - Develop and monitor data base for Staff interested in working after hour social events and their interests and availability.
 - Liaise with and develop a robust data base of community and generic support services.
 - Develop and monitor In home supports and community activities to include risk assessments
 - Conduct risk assessments on all new participants personal home to include facility and equipment.
 - Manage Deputy rostering system update information in readiness for payroll
 - Develop holiday programs
 - Provide reception lunch coverage

POSITION PARAMETERS

KNOWLEDGE

- Demonstrate knowledge of OH&S legislation, requirements and procedures.
- Understanding of requirements, procedures and case management related to disability programs and clients.
- Positive and contemporary attitude to people with disabilities, their families/carers.
- Understanding of issues for people with disabilities, families and carers.
- Demonstrated high level skills and experience in working in an inclusive and engaging environment and an ability to work in a professional manner, eg non-judgemental and non-directive.
- Demonstrated sound interpersonal skills and well developed written, verbal communication and negotiation skills.
- Ability to work cross-culturally and an understanding of the issues impacting upon people with disabilities of a culturally and linguistically diverse background.
- Organisational skills, including the ability to work independently and meet deadlines.
- Expertise in using Windows based computer software, email and Internet.
- Maintain comprehensive records in accordance with Privacy Act and other relevant legislation and develop prepared reports at regular intervals for presentation to Board of Management, Funding Bodies and other relevant statutory bodies
- Attend meetings as requested by Board of Management
- Actively promote the service and it's activities in a positive and professional manner
- Sound understanding of confidentiality requirements.
- Demonstrated strong knowledge and understanding of NDIS Quality & Safeguards Standards and all associated legislation.
- Understanding of requirements of relevant funding bodies (eg:NDIS, DSS, DHHS and TAC).
- Demonstrated strong knowledge and understanding of National Disability Insurance Scheme (NDIS) and National Disability Insurance Agency (NDIA)

SKILLS

- Strong leadership and communication skills.
- High level of skill in leading and managing teams.
- Ability to manage and co-ordinate diverse individuals
- Well developed written, verbal and interpersonal skills.
- Ability to develop and coordinate rosters
- Ability to interact with people at all levels.
- Well developed organisational and time-management skills.
- Analytical and problem solving skills.
- Attention to detail and accuracy.
- Computer skills and proficiency in Microsoft applications.

EXPERIENCE
<ul style="list-style-type: none"> • Minimum of 5 years experience in a supervisory / leadership position. • Experience in developing and implementing individual services and rostering • Policy and procedures development and implementation. • Budget planning and monitoring.
LICENCES & QUALIFICATIONS
<ul style="list-style-type: none"> • Certificate IV in Community Services – Disability. OR equivalent callifications or relevent industry experience • Frontline Management training. (Desirable) • Current Victorian driver’s licence essential. • Current level 2 First Aid essential.
OTHER
<ul style="list-style-type: none"> • Professional, independent and highly motivated. • Consultative, responsive and results-oriented with a sense of urgency. • Sound business focus, particularly the capacity to balance individual needs with business needs. • Capacity to handle ambiguity and effectively balance competing, and often contradictory, requirements and/or demands. • Adaptable, flexible and intuitive. • Team focused and a team player. • Inclusive and welcoming of diversity. • Ability to manage a positive work / personal life balance and manage personal emotions.