

Position Description

Name	
Position Title	Disability Services Coordinator
Section	Disability Services Team
Employment Status	Permanent Part-time
Location	Nuriootpa
Hours of Work	60 hours per fortnight
Applicable Industrial Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification Level	Level 3 or 4
Position Reports to	Manager Disability Services
Reporting to this Position	Nil
Date approved	
Next Appraisal	
Contract Expires	Subsequent contract subject to ongoing organisational funding and performance review.

DESCRIPTION OF ORGANISATION

Carers and Disability Link is a Community Support Organisation established in 1995 to support those who are caring for a family member or friend who has a disability, illness or is frail aged. Support is provided under the carer support model providing one to one informal counselling, support groups, advocacy, information, social activities, retreats, etc. The model offers a flexible range of support to Carers assisting them to maintain their own health and well-being. CADL also has a Direct Care Services arm providing respite to carers, and various personal care and social services to people with disabilities, as well as a Social Support service to people over 65. CADL also provides Disability Support Coordination and Plan Management for people with an NDIS plan.

EMPLOYEE VALUE PROPOSITION

- We care about our employees in the same way that we care about our community, providing opportunities for personal growth and a balanced quality of life.
- A learning organisation where individuality, innovation and diversity are embraced and opportunities for professional development are encouraged.
- A supportive team environment that engenders a commitment to quality outcomes throughout the organisation.
- Trust and respect are the core values within Carers and Disability Link allowing employees the freedom to be themselves and undertake their allocated roles in ways that embrace their abilities and personality.

Position Description

Disability Services Coordinator

POSITION OBJECTIVE

The Disability Services Coordinator is responsible for the arrangement of respite and direct care services for Carers and Clients (people with disabilities, illness or frail aged) which may include the contracting of individuals and the supervision of volunteers.

This position operates within a team of Direct Care Service staff reporting to the Manager, Disability Services.

As a member of the Disability Services team, you will:

- Arrange timely, quality direct care services to clients, who may be people with disability or illness or who are frail aged
- Provide support to Carers, both individually and collectively, assisting them to balance their caring role equally between their own needs and those of the person they care for
- Establish an annual calendar of networking, community interaction, community awareness raising and liaison with service providers
- Meet output, reporting and standards requirements

SPECIAL CONDITIONS

- Current Driver's Licence and willingness to drive Carers and Disability Link's vehicles
- May need access to own vehicle with appropriate insurance when Carers and Disability Link vehicles are not available
- Some out-of-hours' work will be required
- Satisfactory DCSI / DHS national criminal history record check and screening assessment letter for child-related employment
- Agreeing to meet the standards of conduct set down in the Carers and Disability Link Code of Conduct policy prior to commencing employment
- Actively participate in an annual developmental review process and regular supervisory meetings.
- Undertake on-call rostered duties as arranged with Manager.

KEY DUTIES AND RESPONSIBILITIES

1. Organisational

- Actively promote Carers and Disability Link. values and policies in your daily work.
- Comply with all organisational and operational policies of Carers and Disability Link .
- Participate in staff and team meetings, and staff training days.
- Participate in an annual developmental review process and regular supervisory meetings.
- Protect the right of all carers and clients to privacy and confidentiality at all times.

2. Professional Development

- Participate in on-going personal and professional development.
- Maintain professional relationship within Carers and Disability Link and with all other organisations.
- Keep up to date with project goals and requirements.

3. Direct Care Services

- High level of knowledge and skills in coordinating supports to assist people, living in the community, with disability
- Manage your own time, set priorities, plan and organise your own quality of work to achieve specific outcomes
- Receive referrals for respite, disability, social support and home care services, etc.
- Contact local contractors and volunteers to assist in the provision of a range of direct care services.
- Manage contracts relating to the provision of services, ensuring contractor/staff skills and qualifications match those required by the carer/client, funding bodies and Carers and Disability Link
- Ensure role responsibilities and actions are undertaken professionally and are completed within appropriate timeframes
- Monitor and review contracts
- Maintain carer, client, staff, volunteer and contractor health and safety, through care planning, work health and safety audits, essential skills requirements, and the implementation of risk management plans.
- Work closely with other service providers to provide relevant and professional services.
- Provide relief in other Direct Care Service positions as required.

4. Administration

- Document accurate case notes and enter information on CMS in a timely manner
- Action the timely processing of invoices to ensure payment of contractors and appropriate reimbursement by funding providers.
- Process Contractor applications and engagement.
- Develop and review Care Plans, Home Audits, Behavior Plans etc
- Follow organisational audit requirements.
- Oversee individual service agreements.
- Manage and monitor relevant budgets and outcomes
- Ensure compliance with service agreements and organisational policies.
- Accurately document and maintain carer, client, volunteer and independent contractor records
- Work within the allocated budget of each individual

5. Communication

- Work in partnership with the National Disability Insurance Agency and other Disability Services, to plan and deliver relevant services for clients.
- Work closely with clients, their representatives, community care workers, independent contractors, volunteers, case managers and carers to ensure efficient and effective delivery of direct care services engendering quality outcomes for carers and clients
- Liaise closely with training providers, local and regional service providers, and funding bodies to enhance service quality and plan to meet future service need.
- Promote the service and the client group (i.e. speaking engagements, attendance at community events, etc.)
- Participate in local and regional networking forums as directed by your Manager..
- Liaise closely with the Finance Officer regarding financial administration of the brokerage system.
- Meet regularly with your Manager.

6. Positive Working Environment

- Work as a contributing member of the Disability Services Team
- Provided assistance to the team when other staff are on leave.
- Ensure structures and procedures adhere to the requirements of Equal Opportunity, Work Health and Safety Act 2012.

7. As allocated appropriate to position and organisational needs

Educational/Vocational Qualifications

- Certificate 4 in Community Services Coordination or higher tertiary qualification in a related discipline is desirable

Experience

- Experience in service coordination within the community/human services environment.
- Experience in service provision contract management.
- Experience in supervision of staff, independent contractors and volunteers.
- Experience in reporting of statistical data.

Knowledge

- Knowledge of relevant legislation and quality standards affecting provision of Disability Services and Commonwealth Home Support Program services.
- Knowledge of the brokerage model of service provision.
- Knowledge of the range and diversity of services available to carers, people with disability or illness, and frail aged.

Competencies

These competencies apply to all aspect of this position from supporting carers and clients to working with staff, volunteers and community members or organisations.

1. Project Management Competencies

1.1 Leadership, Team Work and Cooperation

- providing vision, direction and opportunities for participation to the team
- contributing to the objectives of CLBD
- ability to work with others cooperatively
- resolving internal team disputes
- identifying issues that inhibit performance
- develop and implement solutions
- ability to delegate
- monitoring work performance

1.2 Influence and impact

- ability to persuade, convince or influence others to support the goals of the project
- networking (inc. knowing where and when)
- planning influencing strategies aimed at generating support for an issue

1.3 Operational issues

- understanding data collection system and reporting
- understanding of outputs and outcomes required by the team/s
- managing data entry within a team environment
- quality management

2. Personal Competencies

2.1 Achievement Motivation

- a concern for working well and achieving outcomes
- a predisposition to take action, to improve results or create opportunity
- a desire to acquire knowledge that benefits carers, clients and their families

- a desire to obtain broad as well as specific community and industry information

2.2 Communication

- the ability to share, receive and present information,
- the ability to convey complex ideas in a way that is easily accessible to others,
- the ability to present ideas and reports to management and stakeholders (i.e. funders)

2.3 Helping and Service

- the ability to accurately hear, understand and respond to the unspoken or partly expressed, thoughts, feelings and concerns of others
- a desire to help or serve others by discovering and then meeting their needs
- a sensitivity to individual backgrounds and cultures, i.e. geographic, ethnic, social and spiritual.
- a commitment to valuing diversity
- a desire to support carers based on the philosophy of the Carer Support Model

2.4 Relationship Building

- a desire to build internal and external relationship management,
- understanding organisational politics,
- utilising contacts in network

2.5 Cognitive Skills

- ability to think flexibly and conceptually to solve problems,
- analyse patterns,
- generate creative solutions

2.6 Personal Effectiveness

- ability to maintain self-control when faced with emotion provoking or stressful situations
- ability to adapt and work effectively with a variety of situations and with various individuals
- ability and willingness to align one's own behavior with the needs, priorities and goals of the organisation
- ability to recognise own strengths and weaknesses and use this to maintain a suitable and sustainable work/life blend

The details contained in this document are an accurate statement of the responsibilities, competencies and other requirements of the job.

Signed _____

Date ____/____/____

CEO

I have read the Position Description and Person Specifications. I understand that my performance will be evaluated annually based on the requirements of this Position Description and Person Specifications, the employment contract and any variations required to address changing objectives, organisational initiatives, operational needs or legislative requirements.

I accept, understand and agree to the requirements of this position and will carry them out to the best of my ability.

Signed _____

Date ____/____/____