

<b>Position Title:</b>	Direct Care Services Coordinator
<b>Team / Section:</b>	Direct Care Services
<b>Industrial Award:</b>	Social, Community, Home Care and Disability Service Industry Award 2010
<b>Reports to:</b>	Direct Care Services Manager
<b>Supervises:</b>	Independent Contracts, Volunteers
<b>Other Key Relationships:</b>	Senior Coordinator DCS, EO
<b>Level of Authority:</b>	Level 4
<b>Date Approved:</b>	1 August 2020

## Organisation Background:

Carers and Disability Link (CADL) is a Community Support Organisation established in 1995 to support informal Carers; those caring for a family member or friend who has a disability, illness or is frail aged, people with disability, and older community members.

- \* As a registered NDIS provider, Carers and Disability Link provides a range of services to participants of the NDIS including assistance with daily activities, group and therapy supports, support coordination and plan management.
- \* Social Support and Respite services are available for people over 65 years of age under the Commonwealth Home Support Program.
- \* Support for Carers is offered through a range of activities, assisting Carers to maintain their caring roles as well as good health and well-being.

Together, we link people with disabilities, carers and the aged, with care and support services through flexible and inclusive choices within our local community.

## Primary Purpose of Role

- Planning and provision of high quality services and supports, where the client exercises choice and control
- Deliver positive outcomes for clients, supporting them to reach their goals
- Coordinate the delivery of and expand service offerings for clients with disability
- Oversee individual service agreements, manage and monitor relevant budgets and outcomes

## Experience

### Essential

- \* Self-motivated and able to work independently as well as in a dynamic team environment
- \* Experience in service coordination for diverse communities within the human services sector
- \* Experience in service provision contract management
- \* Excellent verbal and written communication skills
- \* Experience in reporting of statistical data
- \* Experience in the use of a range of ICT systems and software

### Desirable

- Sound knowledge of the not-for-profit/community sector and the disability and aged care sectors
- Knowledge of the Yorke, Mid-North, Barossa Valley and Adelaide Hills and Fleurieu regions and surrounding communities
- Commitment to own professional and personal development

## Qualifications

### Essential

- \* Certificate 3 in Community Services or higher tertiary qualification in related discipline, or equivalent relevant experience

### Desirable

- \* Certificate 3/4 in Mental Health, Disability, Aged Care, Case Management or equivalent.

## Values and Behaviours

All staff and volunteers are expected to behave in a manner aligned to the values of the organisation as written in the Code of Conduct. These are:

<p><b>Respect for individuals</b></p>	<p>Demonstrate respect for the inherent dignity and rights of each individual, in particular their right to be accepted as they are, to participate fully in decision making in their own lives, and their right to privacy and confidentiality. Acknowledge, value and appreciate individuals for who they are.</p>
<p><b>Honesty and Integrity</b></p>	<p>Do your job to the best of your ability, undertaking duties and responsibilities with honesty and integrity. Be true to your word, open and trustworthy.</p>
<p><b>Empowerment</b></p>	<p>Promote independence of individuals and assist them to understand and exercise their rights and responsibilities. Not directing, but always walking alongside, allowing individuals to be themselves and build on their own knowledge, skills and relationships.</p>
<p><b>Justice and Equity</b></p>	<p>Recognise that each person is an individual and act with fairness and equality, and without discrimination.</p>
<p><b>Protection of Individuals</b></p>	<p>Create a safe environment for all carers, clients, staff, volunteers and independent contractors and report any breaches of policy or code of conduct.</p>
<p><b>Recognition</b></p>	<p>Value the role of Carers in our community, and recognise their rights to mutual support, understanding and respect. Value staff and volunteers, acknowledging their contributions to the organisation, recognising their strengths, weaknesses and their right to express their opinion, and rejoicing in their achievements.</p>
<p><b>Kindness</b></p>	<p>Practice kindness and work cooperatively toward creating a happy, healthy and safe environment where all feel respected, valued and able to be their authentic selves</p>

Staff and volunteers are expected to demonstrate care for each other and a safety-first mindset which guides our decision making and our every action. At all levels, our people are expected to create a safe environment for themselves and their colleagues. This means taking accountability for knowing how to operate safely, actively identifying safety risks and speaking up if you have concerns.

Working within a regulated environment with vulnerable groups and individuals, staff and volunteers are expected to follow our policies and procedures

## Special Conditions

- \* This position requires flexible hours, including weekends and after hours;
- \* This position qualifies as able to work from home, in line with the CADL working from home conditions and practice and procedure;
- \* Workers must possess, and keep current, a satisfactory Department of Human (DHS) Disability Employment Screening clearance and a Working with Children Check (or current DCSI Clearance)
- \* Workers must sign the Carers and Disability Link and NDIS Code of Conduct prior to commencing employment;
- \* Workers in this position must possess a Current Driver's License and willingness to drive CADL vehicles. Workers may need access to own vehicle with appropriate insurance when CADL vehicles are not available;
- \* Workers must participate in an annual developmental review process and regular supervisory meetings.
- \* Undertake on-call rostered duties as arranged with Manager

## Key Duties and Role Responsibilities

### Specific to Role:

- \* Regular communication and support to Community Care Workers and independent contractors to ensure they have appropriate skills and knowledge/training to deliver best practice services across all regions
- \* Coordination of client services according to organisation practice and procedure
- \* Coordinate the delivery of services and reporting under the National Disability Insurance Scheme Standards / Commonwealth Home Support Program
- \* Work in partnership with clients and/or informal support person/s, and with other service providers to plan and deliver suitable and timely support for clients
- \* Accurately document and maintain client and independent contractor records
- \* Action the timely processing of invoices to ensure payment of contractors and appropriate reimbursement by funding providers
- \* Comply with relevant service standards
- \* Monitor budgets and outcomes and provide regular reports to DCS Manager on an agreed basis
- \* Participate in regional networking forums as directed by DCS Manager
- \* Effectively collaborate with team members to contribute to the service provision offerings of the DCS Program and to the expansion of CADL DCS services in South Australia

**Organisational:**

- Actively promote CADL values and policies in your daily work;
- Comply with all organisational and operational policies of CADL;
- If required, participate in staff and team meetings and staff training days;
- Protect the right of all Carers, clients, staff and volunteers to privacy and confidentiality at all times;
- Whilst working as a member of the work team, maintain and develop partnerships with key stakeholders.
- Ensure structures and procedures adhere to the requirements of Equal Opportunity, Occupational Health and Safety and Workers Compensation legislation.

## Approval

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

Vicki Williamson (CEO)



28/7/2020

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**Name (Manager)**

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**Signature**

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**Date:**