

# Position Description

## Program Development Coordinator

<b>Reports to:</b>	Regional Coordinator
<b>Directorate/Department:</b>	Client Services
<b>Number of direct reports:</b>	As per Organisational Structure
<b>Employment Type:</b>	Part-Time 0.5FTE Fixed Term Contract (6 months)
<b>Salary/Award Classification:</b>	Level 4 – Social, Community, Home Care and Disability Services Industry Award 2010  Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



### Position Purpose

The Program Development Coordinator is responsible for the development of a new program (Peer to Peer Mentoring) to expand current service offerings. The role will establish a comprehensive planning and trial process based around a person centred approach, promote the service regionally and identify potential mentors with lived experience of disability.

The position will focus on the regional implementation of an organisation wide project by coordinating the recruitment and training of mentors with lived experience of disability, matching to clients and supporting mentors (as paid employees) in utilising the program with clients to successfully achieve goals and outcomes in line with individual NDIS plans. The position will contribute to the evaluation of the program and share the program model and approaches with Team Leaders cross regionally after a successful trial and evaluation.

### Principal Duties

- Develop an innovative program to meet the need of clients for mentoring, by matching to a paid mentor with a disability who shares their experience, builds the person's confidence and supports the person around community participation, life skills development and the use of technology
- Coordinate project planning for each stage of development of the new program including promoting the project, identifying potential mentors, coordinating the

mentoring training, matching to clients, supporting the matches and evaluation of outcomes

- Produce plans, documentation and resources for teams to implement the program
- Define financial/budgeting guidelines in consultation with the Project Manager and Finance colleagues for sustainability and best practice budgetary management of future programs in all regions
- Ensure each individual program aligns with client goals, NDIS plans and are based around person centred approaches
- Coordinate/Undertake mentor training of peer mentors with a disability (pre-employment) and guide and support them in providing a mentoring service for clients
- Provide regular reports on progress and outcomes of program development and the trial
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

## **Core Competency/Capability**

*(NDS DSD 5)*

*These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework*

### ***Sector & organisation purpose & values***

- A thorough practical working knowledge of human rights based approaches, the individual and community context, and sector and organisation purpose and values. Within the team is able to articulate and integrate sector and organisation approaches and values

### ***Leadership & teamwork***

- Promotes and models sharing of knowledge and information. Assists with gauging the effectiveness of team members and participates in organising the allocation of staff.

### ***Communication***

- Uses a range of positive engaging techniques and can adapt style to meet needs of the other person. Effectively collaborates with other teams. Deals regularly with complex matters involving interaction with internal and external professionals and related organisations. Assists with the preparation of complex management reports. Can assist others to resolve conflict. Has a network of contacts internally and externally

### *Client and carer relations*

- Works with clients to explore and resolve a variety of their complex needs, expectations and goals. Has comprehensive knowledge of supports and services available internally and externally. Models a flexible and creative approach. Undertakes service liaison/ communication with customers in a variety of complex problem resolutions. Suggests alternatives and organises referral. Promotes diversity awareness and confidentiality aspects. Understands relevant stakeholder relationships and the importance of these to the organisation. Assists with building and maintaining positive stakeholder relationships.

### *Personal accountability*

- Promotes and adheres to organisation policies & procedures and all relevant government legislation and standards. Models a professional approach to own accountability. Guides others in the efficient use of resources and in meeting quality standards; assists in achieving compliance. Provides a reference point based on years of experience. Supports team members and models and implements safe work practices. Assists in the promotion of own organisation's image and reputation.

### *Innovation*

- Adopts a resourceful and adaptable approach to work. Encourages creativity in others. Identifies opportunities for improvement to services provided. Able to address and mitigate risk and advise others; assists in risk assessments.

## **Skills & Experience**

*To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills*

### *Academic or Professional Qualifications*

#### **Essential**

- Certificate IV Disability or equivalent plus 5 years' experience in disability or similar industry

#### **Desirable**

- Demonstrated experience in a teaching/educational setting and/or the development of community/leisure based programs in other sectors

### *Skills & Delivered Performance*

- Demonstrated skills in the development, design and implementation of program plans
- Experience in supporting people with disabilities in community settings
- A clear understanding of mentoring and how this is differentiated from other support work.

- Demonstrated experience in service matching
- Excellent written and verbal communication skills including the ability to train and mentor
- Knowledge and understanding of NDIS funding and frameworks
- Demonstrated initiative and problem solving ability to ensure the highest quality of service provision
- Ability to maintain high levels of professionalism, integrity and ethics
- Ability to access and network with community services and resources for people with disabilities
- Proficient in the use of Microsoft desktop products such as Word, Excel and Outlook
- Sound understanding of administrative procedures and practice, including program implementation
- Ability to work autonomously, set own priorities and work to deadlines
- Ability to effectively manage variable degrees of workplace pressure, changing circumstances and competing demands
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

### *Special Requirements (Essential)*

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Obtain and maintain a DHS Working with Children Check
- Obtain and maintain a Provide First Aid and CPR Certificate
- Obtain and maintain a Safe Environments for Children & Young People Certificate
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for the purpose of recording time worked and accessing rosters
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

## *Authority to Act*

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

## *NDIS Code of Conduct*

There are 7 minimum standards Community Living Australia and their workers must meet:

- 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 support 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

## *Accepted and Approved*

### **Employee**

**Name:**

**Signature:**

**Date:**

### **Regional Coordinator**

**Name:**

**Signature:**

**Date:**