

# Position Description

## Regional Coordinator

<b>Reports to:</b>	Direct Client Services
<b>Directorate/Department:</b>	Client Services
<b>Number of direct reports:</b>	As per Organisational Structure
<b>Employment Type:</b>	Full-Time Permanent
<b>Salary/Award Classification:</b>	Level 5 – 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 Regional Coordinator is responsible for ensuring that high quality, effective services are delivered to clients, ensuring timeliness and working within agreed budget. This role will assist in identifying opportunities and developing new services as well as participating in the development, implementation and review of programs providing customer-centric services and support to clients and families.

This position is also responsible for the performance management and development of team members. This role will ensure the local team positively contributes to Community Living Australia's reputation.

With a strong ability to work autonomously, the Regional Coordinator will provide visible local leadership to both internal and external stakeholders.

### Principal Duties

- Coordinate and lead the delivery of services for the region
- Work collaboratively with Disability SA, NDIA, other service providers and the community to ensure clients are provided with maximum resource opportunity
- In collaboration with the Rostering Team, develop and implement rosters that are centred on the needs of the client and ensure that they remain cost effective and within funding resources

- Coordinate services with inter-related activities with other community programs, facilities and businesses
- Ensure high quality services that provide an environment that supports the dignity and opportunity for clients to be accommodated in a caring, compassionate and secure manner
- Coordinate new client referrals, development of individual support plans (ISPs) and the administration and programming of services
- Uphold client focus through the delivery of services using the person centred support model of practice
- Ensure quality outcomes via the development of individualised programs that support and encourage increased opportunities for individuals with disabilities living in the local community to be more engaged with their community
- Recruit, induct and maintain a workforce that meets the needs of the clients and standards of the organisation
- Develop, motivate and lead staff, fostering a positive workplace culture where staff feel engaged, empowered and supported
- Support and empower Team Leader to carry-out duties working collaboratively to achieve positive client outcomes
- Respond to Emergency situations or incidents as directed by the Director Client Services
- Confer with and advise, support staff, clients and others in order to provide technical advice, problem solving assistance, program goals and policy interpretation
- Approve administration of prescribed medication in accordance with organisational guidelines
- Prepare periodic reports and records on program activities, progress, status or other special reports for management or outside agencies
- Ensure that all Government legislation and the organisation's quality systems and approaches are implemented and adhered to effectively
- Manage risk at a service level in line with organisational processes
- Adequately manage local facilities and resources in line with organisational expectations and WHS legislation to create and manage a safe work environment
- Contribute to the development of the strategic and operational plan for the region and develop and monitor the allocated budget
- Establish effective working relationships with funding agencies, parents and carers, to ensure the organisation receives sufficient funding to provide services
- Participate in the implementation of frameworks to support therapeutic service delivery
- Provide ongoing evaluation and feedback on the quality of service delivery which contributes to the continuous improvement process
- Respond critical incidents within the region and ensure compliance with critical incident frameworks, liaising with the Director Client Services as required

- Complete end of month reporting, reports to the Director Client Services in a timely manner
- Contribute to the development of an organisational culture that is supportive of change to better meet the goals of the clients and the organisation
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives
- Apply WHS legislation and create and manage a safe work environment
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation

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

## **Core Competency/Capability**

*(NDS – M7)*

*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***

- General knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability. Understands the role, vision, mission and values of the organisation. Aligns with sector and organisation approaches and values. Understands the strategic direction under which the organisation operates.

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

- Lead a small team and/or participate as an effective team member. Supports other team members, sharing knowledge and information. Participates in professional team meetings. Plans and schedules own work independently. Monitors progress against work plans and required outcomes and takes appropriate corrective action.

### ***Communication***

- Effectively handles complex, sensitive issues and collaborates with other work areas. Uses positive engaging techniques and adapts own style to needs of other person. Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. Drafts and liaises on written work; prepares complex management reports. Has a network of relevant contacts in other work areas.

### ***Client and carer relations***

- Develops the capability to effectively assist customers to address/resolve a range of their needs and expectations. Develops working relationships with other work areas to assist in customer service. Maintains confidentiality and understands diversity. When required, involves more experienced staff in the more sensitive or serious matters. Develops working relationships with stakeholders.

### *Personal accountability*

- Ensures adherence to organisation policies & procedures and all relevant government legislation and relevant standards. Recommends changes to procedures and quality standards that may impact across other work areas. Analyses and mitigates risk. Ensures appropriate use of resources. Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing. Adopts a professional approach to personal accountability. Develops the capability to promote and market service offerings.

### *Innovation*

- Identifies opportunities for innovation. Adopts a creative and resourceful approach. Takes personal responsibility for continuous improvement and quality in own work. Solves most problems in own work and participates in wider problem identification and resolution tasks. Applies improvement processes.

## **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*

- Minimum Diploma in Disability, Community, Management, Social or Human Services, or demonstrated competence/experience.

### *Skills & Delivered Performance*

- Strong leadership with demonstrated experience in managing teams
- Demonstrated ability to motivate, lead, manage and supervise staff
- Experience in supporting people with disabilities in community settings
- Demonstrated skills in the development, design and implementation of program plans
- Demonstrated experience in managing complex behaviours
- Demonstrated initiative and problem solving ability to ensure the highest quality of service provision
- Sound working knowledge of administrative procedures and practice, including contract compliance
- Experience in engaging with and maintaining long term partnerships with a wide range of services, programs and community representatives
- General understanding of local labour market issues
- Excellent written, verbal and interpersonal skills
- Experience in the use of Microsoft desktop products such as Word, Excel and Outlook
- High level of organisational skills including the capacity to set priorities and work to deadlines
- Effective communication with and assisting clients and carers with demonstrated commitment to customer service

- 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 DHS Working With Children Check (*required only when working with children (under the ages of 18)*)
- Have and maintain a Safe Environments for Children and Young People Certificate (where applicable)
- Participate annually in the performance appraisal process to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Attend meetings, training and professional development as required
- Some out of hours work may be required
- Inter/intra state travel may be required
- On-call availability on a rotational basis is 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:**

### **Director Client Services**

**Name:**

**Signature:**

**Date:**