

# Position Description

## Service Development Consultant



<b>Reports to:</b>	Regional Manager
<b>Directorate/Department:</b>	Client Services
<b>Location(s):</b>	Based at Regional Offices
<b>Number of direct reports:</b>	As per organisational structure
<b>Employment Type:</b>	Full-time Fixed-Term
<b>Salary/Award Classification:</b>	Level 4 - Social, Community, Home Care and Disability Services Industry Award 2010  <i>Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice.</i>



### Position Purpose

The Service Development Consultant is the designated point of contact for all potential clients and clients requiring contract variations, their families and/or representatives providing a responsive service to move them through the pre-engagement process to service delivery.

The position is responsible for the implementation of a coordinated intake process that identifies client support needs including co-designing supports, development of service quotes and client agreements and the collation of client specific data.

The Service Development Consultant instils confidence in potential and existing clients and stakeholders to choose Community Living Australia as their provider of choice.

### Principal Duties

- Promote the unique value proposition of Community Living Australia
- Act as a resource for all regions in coordinating and implementing new client intake and review of all existing client plans
- Obtain accurate information for client case files and organisational records within a person centred active support framework

- Determine clients' eligibility for the organisation's services and referring potential clients to other more relevant services if required.
- Promote the dignity of and positive image of clients within their communities, maximising the opportunities for clients to participate in and contribute to the communities in which they live
- Link with Clients and their Families, Local Area Coordinators and/or Support Coordinators (as client representatives) to facilitate access to community resources
- Develop support plans for clients consistent with NDIS plans (or other relevant funding sources) to ensure achievement of key outcomes and goals and present to clients (or their representative) for approval
- Liaise with appropriate internal stakeholders to develop appropriate quotes that meet the needs of potential clients and the organisation's requirements
- Work within constraints of funding levels in line with each client
- Conduct initial support assessments as needed and perform risk assessments with clients or their representatives
- Ensure effective and professional communication with the Regional Manager and provide monthly service reports
- Liaise with Regional Teams around actioning new or revised client services to ensure positive intake and commencement of service delivery
- Liaise with internal and external stakeholders to ensure successful facilitation of NDIS plans (or other funding source outcome requirements) and support client outcomes
- Identify key market gaps and inform sustainable service model development to meet the needs of potential clients
- Provide dynamic feedback as to why individuals may not choose the organisation
- Undertake exit interviews with clients who choose to move their service from Community Living Australia to inform continuous improvement strategies
- Undertake all quality and safeguarding requirements as prescribed by the NDIA
- Oversee and support the Service Development Officer to perform required duties and provide guidance as required
- Inform and suggest improvements to internal systems used to access clients plans, track funding and facilitation of services
- 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 – 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 and 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

### ***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**

- Minimum equivalent to a VET Certificate IV in Disability, Community, Management, Social or Human Services, plus demonstrated knowledge competence/experience

#### **Desirable**

- Working towards a qualification in case management, social work, social sciences or a related discipline

### *Skills & Delivered Performance*

- Experience in supporting people with disabilities in community settings
- Demonstrated experience in service matching
- Excellent written and verbal communication skills including the ability to negotiate and influence
- Ability to professionally liaise and adapt communication styles with clients and their families/carers to meet requirements
- Demonstrated skills in the development, design and implementation of program plans
- 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 contract compliance
- 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 (required only when working with children (under the ages of 18))
- Obtain and maintain a Safe Environments for Children and 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
- 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
- Comply with all legislative and organisational policies and procedures

## *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
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## *Accepted and Approved*

<b>Employee</b>	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Regional Manager</b>		
<b>Name:</b>		
<b>Signature:</b>		<b>Date:</b>