

Position Description

Service Development Officer



Reports to:	Regional Manager via Service Development Consultant
Directorate/Department:	Client Services
Location(s):	Based at Regional Offices
Number of direct reports:	As per organisational structure
Employment Type:	Permanent/Full-time
Salary/Award Classification:	Level 3 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 Officer is responsible in assisting the coordination of 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.

Principal Duties

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

- Assist with the development of 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
- Assist the Service Development Consultant to conduct initial support assessments as needed and perform risk assessments with clients or their representatives
- 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, as required
- Assist the Service Development Consultant to undertake exit interviews with clients who choose to move their service from Community Living Australia to inform continuous improvement strategies
- Apply WHS legislation and organisational requirements to create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives
- 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 4)

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

- An enhanced working knowledge of a human rights based approach and the individual and community context, and the sector and organisational purpose and values. Encourages sector and organisation approach and values in other team members.

Leadership & teamwork

- Assist with the formal leadership, learning and coaching of team members. 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

- Contacts people on non-routine practical matters and external organisations on routine practical matters. Able to communicate flexibility in an appropriate manner. Supports others to effectively record and report. Able to resolve minor conflicts and when outside of skill set, ensures involvement of Regional Manager

Client and carer relations

- Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding relevant service delivery theory and has operational knowledge of supports and services available. Is flexible and suggests alternatives and gathers information to enable effective referral. Understands confidentiality and diversity aspects.

Personal accountability

- Adheres to organisational policies and procedures and all relevant government legislation and standards. Encourages others. Adopts a professional approach to own accountability and influences others. Supports safe work practices. Recognises responsibility in maintain the organisations image and reputation and assists other staff.

Innovation

- Meets responsibilities using a resourceful and creative approach. Seeks opportunities to innovate within the context of the role. Understands why risk mitigation and continuous improvement are important and can convey this to less experience staff.

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 Certificate III Disability or equivalent
- Extensive customer service experience working with people with disabilities and their families/carers

Skills & Delivered Performance

- Experience in supporting people with disabilities in community settings
- Demonstrated skills in the development, design and implementation of program plans
- Demonstrated experience working with clients with complex behaviours
- Demonstrated initiative and problem solving ability to ensure the highest quality of service provision
- A commitment to Person Centred approaches and its application within service provision
- Proficient in the use of Microsoft desktop products such as Word, Excel and Outlook
- Sound understanding of administrative procedures and practice, including contract compliance
- High level of interpersonal and communication skills with ability to set own priorities and work to deadlines
- 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

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 Manager		
Name:		
Signature:		Date: