

Position Description

After Hours Support Coordinator

Reports to:	Director Client Services
Directorate/Department:	Client Services
Number of direct reports:	Nil
Employment Type:	Part time, Fixed Term (through to 30 June 2020)
Salary/Award Classification:	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 After-Hours Support Coordinator serves as a critical support function to Support Workers, clients and stakeholders by providing guidance and assistance. Through the provision of this quality service, Support Workers will better be able to serve our clients.

The After-Hours Support Coordinator will be responsible for the effective management of after-hours assistance for Support Workers, clients and stakeholders. The role requires a sense of urgency and the capability to manage multiple calls that may require immediate action and follow up support.

This position primarily supports Community Living Australia as well as other leading disability organisations (as contracted).

Principal Duties

The key call scenarios and priorities for this role will include;

- Manage and assist Support Workers with client care queries throughout the shift that may relate to behavioural guidance, medication authorisations or a critical situation
- Respond to and manage critical incidents and ensure compliance with critical incident frameworks

- Manage roster changes, including the scheduling of Support Workers at short notice due to sick leave, barriers to shifts on time and other unforeseen circumstances and record appropriately in relevant systems
- Deliver the best outcomes for Support Workers and clients by offering informative advice through an understanding of the organisations service offerings
- Maintain accurate records of conversations and actions relating to client service and care
- Analyse and provide reports on support worker contact to identify any need for process development and continuous improvement
- Contribute to overall development and reviews of client plans and support for continuous improvement and quality of care
- Maintain an awareness of Support Worker / client dependency on coordinator service
- Troubleshoot Support Worker concerns with confidence by building and maintaining strong internal and external relationships
- Assess situations and provide direction in line with delegated authority in case of a property or facility maintenance issue, or in case of emergency
- Support clients and carers with any immediate support needs and direct as appropriate
- Respond appropriate to (in line with delegated authority) stakeholder requests as required
- Guide Support Workers through a critical decision that may involve safely coordinating and removing the Support Worker and client from the situation
- Work collaboratively with client service delivery teams to ensure clear communication and responsive follow-up as required
- Interpret and adhere to current Fair Work legislation and maintain up to date knowledge of Award provisions
- Contribute to the development and review of processes as relevant to the After Hours Service
- Ensure effective communication with other After Hours Coordinators working on rotational roster to ensure consistency of service
- Be suitably available to return to 'active' duty when rostered for 'on-call'
- 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 & 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

- Assists with the formal leadership, learning and coaching of less experienced team members. Assists in prioritising the work of others. Promotes and models sharing of knowledge and information. Assists with gauging the effectiveness of team members and may participate 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

- Diploma Community Services (or equivalent) or Certificate 4 with equivalent level of experience within the Disability Sector
- Knowledge of current legislation surrounding SCHADS award, fatigue management and other related industrial tools

Desirable

- Knowledge of disability and principles of the Disability Services Act
- Operating knowledge / experience in person-centred practices
- Experience managing complexity of rostering

Skills & Delivered Performance

- Ability to self-manage and thrive in an environment where managing logistics and responding to urgent and emergency situations are common-place
- Ability to coach and guide others through their own problem-solving
- Confidence in making decisions within parameters and solving problems in real time
- Ability to build strong relationships to ensure a client centred approach
- Demonstrated experience in behavioural management and ability to interpret individual support plans and put plans into practice
- Effective interpersonal skills in emergency situations and via phone
- Ability to juggle multiple calls at one time and prioritise calls that are in different phases of resolution
- Ability to work with clients and staff from diverse backgrounds
- Ability to navigate data bases for rostering, customer details and record keeping
- Affinity with not-for-profit organisations and a respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Ability to work within an office environment in isolation; and/or ability to work remotely with appropriate ergonomic set-up
- Obtain and maintain a DHS Disability Services Employment Screening
- Obtain and maintain a current Senior First Aid and CPR certificate

- Obtain and maintain a Safe Environments for Children and Young People Certificate
- On-call duty on a rotational basis is required
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Attend meetings, training and professional development as required
- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for 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:	

Director Client Services			
Name:			
Signature:		Date:	