

ABLE AUSTRALIA POSITION DESCRIPTION



Updated: March 2019

Position Title: Lifestyle Choices Service Coordinator
Reports To: Area Manager
Employment Type: Full-time
Work Location: Lifestyle Choices Day Service

State	Industrial Agreement	Job Classification
Victoria	Victorian Collective Agreement	Level 3+
Tasmania	Tasmanian Collective Agreement	TA050B - TA0502+

The Organisation

Able Australia is a leading provider of disability services for adults and community supports for seniors. We are a diverse not-for-profit organisation offering a broad range of high quality services to enable those we support live the life they choose.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Committed to our values of trust, respect, excellence and kindness, we strive to provide the best quality care in a long term partnership with our clients and their loved ones.

Our passionate staff and volunteers have been proudly helping those we support to reach their full potential. We currently provide services in Melbourne, Tasmania, ACT and SE Queensland.

Job Purpose:

This role is accountable for the delivery and continuous improvement of high quality person-centred service to clients, within budget, aligned to Able Australia's Mission, Vision and Values.

The Able Lifestyle Choices Service Coordinator provides support and direction, and manages a team of staff providing a range of person centred support services. These services are provided within our Day Service facilities and throughout the wider community, using a social justice framework. Clients receiving support from Lifestyle Choices have a range of physical, sensory, intellectual and psychiatric disabilities. The coordinator plans, develops, implements and monitors individualised programs and activities that are designed to meet the emotional, social and cognitive needs of the people we support. The Coordinator fosters a culture committed to continuous improvement of the Able Australia work environment and the support we provide to people.

Key Result Areas

Primary Duties & Responsibilities

Service Excellence

- Demonstrates a commitment to high quality services for people with disabilities, whilst supporting individual rights and diversity, interests and aspirations.
- Based on the Able Australia Practice Model of Support, the Lifestyle Choices Coordinator ensures that services and support are delivered to all clients within a human rights and person centred active support framework utilising principles of Positive Behaviour Support.
- Disseminates, promotes, develops and implements reflective and evidenced based practice models, to meet clients' needs and expectations.
- Provides leadership to focus the staffing team on achieving client outcomes identified within the Person Centred Plan (PCP) of individuals. Demonstrates detailed knowledge of individual client issues during this process and during ongoing service delivery.

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People Leadership

- Promotes a team culture which is focussed on supporting and engaging with clients in a proactive and positive way.
- Manages the team dynamics proactively and supports and encourages productive working relationships to support team building.
- Plans, implements and evaluates team plans with clear targets and indicators linked to the strategic objectives of Able Australia.
- Develops and maintains staff engagement skills, especially in relation to client engagement.
- Manages conflicts and disputes, and is actively involved in problem solving, dispute and conflict resolution.
- Identifies and recognises achievements of team outcomes that contribute to the organisation's mission.
- Manages performance reviews and regular supervision of Program Leaders.
- Manages & coordinates the performance reviews of all Disability and Community Support Workers assigned to Lifestyle Choices.
- Identifies and coordinates all staff training requirements, including the induction of new staff.
- Manages all rostering and leave allocation for staff, including shift approvals.
Coordinates external service providers and therapists.

Program Management & Development

- Manages all Programs and Projects to work within timelines and budget and achieve agreed upon goals and objectives.
- Envisions and designs and implements new client centred programs, which meet the development and engagement needs of clients. Support and develop staff in order to meet these program objectives
- Monitors achievements of goals of individual clients and adjusts team performance accordingly.
- Manages the complaints handling process and methods for responding to critical incidents.
- Assess, plan, implement and evaluate all service delivery responding to changing needs of clients.
- Participates in the development of organisational policies and procedures that align with organisational requirements.
- Provides regular and timely reports of all Program & Service Delivery activities.
- Ensures the relevant day to day processes for the collection, use, storage and dissemination of information. This applies particularly to the provision of up to date information for Carelink+.

Program Sustainability

- Assists the Area Manager in the preparation of service delivery, program and project budgets, including budget/tender submissions for new projects, and regularly reviews the financial performance. This includes the identification of possible financial risks.
- Assists the Area Manager with the management of revenue from different funding streams eg: ISP, NDIS and State funding.
- Develops and implements work plans and achieves targets to support the implementation of the organisational strategic plan. Regularly reviews and monitors performance of the service in line with the agreed upon strategies.
- Manages all assets and allocates resources to support service delivery and program management, including the maintenance, repair and/or purchase of equipment.
- Manages the preparation of accurate and timely accounts information, including Petty Cash, Program Housekeeping, and Board Accounts.
- Liaises with Intake and service coordination or Area Managers to engage with families and individuals interested in receiving Able Australia Services.
- Reviews appropriateness of funding allocations for individual clients e.g. NDIS, ISP's/SNA's.

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Statutory Requirements/Compliance

- Manages work practices for health and wellbeing of all staff/clients within the area of responsibility and ensures Able meets all statutory OH&S requirements for the operation of Lifestyle Choices.
- Identify and manage risks and encourage all staff to participate in this process.
- Oversee and manage the implementation of the Able Quality System and ensure that prescribed quality outcomes are achieved.
- Ensure that work practices comply with all relevant legislation and statutory requirements, e.g. Medication Administration, RIDS/BSP's.

Change Management

- Monitors changes to the operating environment, i.e. NDIS, and assists the Area Manager to develop and implement change management processes and monitors progress against agreed upon targets.
- Align team and individual performance of all staff to changes in the operating environment via the ongoing review of required skills and ongoing professional development of all staff. This includes the active contribution to multi skilling of all staff and for shared learning across the organisation.
- Assist the Area Manager in the implementation of new technologies to strengthen and improve business practices.
- Participate in the capturing, communicating and sharing of innovative ideas and best practice.

Communication

- Provides informed, meaningful and relevant information when communicating with staff, clients, and all other stakeholders in consideration of the diversity of the target audiences.
- Provides accurate and timely reports/presentations using a range of media to communicate key issues.
- Models self-awareness, self-management and social awareness in all communications, problem solving and conflict resolution.
- Articulates clear and persuasive messages about key issues when advocating and/or negotiating on behalf of clients and the organisation.

Professionalism

- Ensures Key requirements are met and prioritises work.
- Delegates appropriately, demonstrating a thorough knowledge and understanding of organisational, team and individual priorities and capacities.
- Ensures that organisational values and behavioural expectations are clearly communicated.
- Delegates to assist in the professional development of staff and accepts responsibilities for actions of staff under authority.
- Leads and assists the team to take proactive approaches to problem solving.
- Encourages the team to show initiative and looks for ways to work more dynamically and co-operatively.

Community Relations

- Assists in the review the management of services in response to changing needs of relevant groups in the community.
- Represents the organisation and promotes awareness of key issues in community networks.
- Develops and manages protocols for working in informal and formal partnerships with other Community Service Organisations to achieve client outcomes.
- Demonstrates high-level understanding of the disability and community services sector and the work of other relevant organisations.
- Demonstrates commitment to social justice and social inclusion.

Strategic Plan

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- In consultation with the Area Manager, develops and implements work plans and targets to support the implementation of the Able Australia Strategic Plan.

Risk & Workplace Health & Safety

- Creates a healthy and safe workplace for all by maintaining a site health and safety improvement plan in collaboration with team members, including identifying hazards and risks, setting safety observation targets, and reporting of all incidents at site
- Conducts all emergency management procedures including evacuation practice (monthly) and fire checks (weekly)

Quality, Continuous improvement & Risk management

- All systems are kept up to date and are accurate in line with Able Australia policies and procedures.
- Be proactive in risk identification, notification and management of staff.
- Ensures Behaviour Support Plans (BSPs), Restrictive Intervention Database System (RIDS) and all administrative tasks are completed accurately and on time.
- Comply with Able Australia's policies and procedures
- Participate in quality improvement activities and engage in these activities
- Day to day practice demonstrates support for and compliance with organisation policies, procedures and relevant work instructions.
- Actively contribute towards ongoing quality improvement to enhance practice and consumer satisfaction.
- Participates fully in quality and continuous improvement activities and initiatives across the organisation.
- Promotes a culture of continuous improvement as an integral part of core practice.
- Supports and participates in relevant internal and external certification and auditing programmes.
- Seeks opportunities for improvement within own work practices and makes appropriate suggestions for organisational improvements using the Continuous Improvement System

Essential Skills

Technical, Business & Human Skills

Leadership – experience in managing a team professionally and positively

Person-centred application – recognise, respect and respond to the rights of people we support

Relationship building – expert in developing great working relationships, gaining trust and respect

Communication – well-developed verbal and written communication skills

Goal oriented/solution centric – driven and solution centric, willing to learn

Organisation – well planned, professional and organized

Time Management – efficient, timely and able to balance multiple tasks

Financial literacy – experienced in budget management, budget planning and service agreement funding

Essential Personal Attributes

Can-do attitude – positive attitude; understands disability issues (e.g. client rights, independence, QOL, etc.), proactive teacher and planner, committed to social justice

Person-centred - Recognise, respect and respond to the rights, interests and requests of people we support.

Self-management - take responsibility for your own behaviour and well-being, lead by example

Collaborative team player - works well with others, by doing what is needed to strive for a common goal

Respect – shown for both clients and workers, values diversity as a strength and positively engages with a diverse range of stakeholders, ideas and approaches.

Personal judgement and flexibility – Makes well grounded and timely decisions, and is flexible enough to change course when required

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Qualifications and Key Selection Criteria

Qualifications

- Minimum qualification of Certificate IV in Disability Studies or relevant qualification in education sector such as degree in teaching and extensive experience in program planning and staff development.
- Additional qualification in leadership or management highly desirable

Key Selection Criteria

- Experience successfully leading diverse teams, in the disability or education sectors.
- Experience in complex service delivery operations, including, but not limited to program review and development, leadership and teamwork, resource/contract management, compliance frameworks and change management.
- Excellent communication and interpersonal skills.
- Demonstrated capacity to consistently work with honesty, integrity and enthusiasm.
- High level of computer literacy and ability to effectively learn new systems.
- Experience applying Workplace Health & Safety legislation, and relevant statutory obligations to service activities.
- Understanding of relevant State and Commonwealth and International legislation relevant to Service Delivery.
- Thorough understanding of Person Centred Support, Person Centred Active Support and Positive Behaviour Support.
- Current Victorian driver's licence and demonstrated ability to safely drive buses and other motor vehicles
- Satisfactory criminal history checks as required.

Performance Review:

This position description broadly outlines the requirements of the role. All Able Australia positions also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____ Date: _____