

## Position Profile

Last Updated: 16.02.16

Review Date: June 2016

Position Title & Number	Coordinator - Connections and Outcomes - 2256
Division & Team	Disability Solutions
Location	Brandon Park, Glen Waverley
Award and Classification	Level 5: <i>lifeAssist</i> Staff Enterprise Collective Agreement
Annual Gross / Base Hourly Rate	Salary Circa: \$70,000 - \$75,000 gross per annum Plus salary packaging \$15,900 and employer superannuation
Contract Type & Attendance	Permanent, Full Time
Weekly – Hours & Days	Monday to Friday
Benefits	<input type="checkbox"/> Internet Allowance <input type="checkbox"/> Mobile Phone <input type="checkbox"/> Phone Allowance <input type="checkbox"/> Laptop / Tablet <input type="checkbox"/> Vehicle Agreement (Commuter/ Private) <input checked="" type="checkbox"/> Option of Salary Packaging <input type="checkbox"/> Other – please state details

## Our Vision, Mission and Values

**Who are we?** UC *lifeAssist* is a not-for-profit organisation that is at the forefront of developing innovative client directed programs that assist individuals to live independent lives at home and in the community. We provide a range of services from information and referral to short and long term case management and NDIS services in the Barwon trial site.

**What is our goal?** Our vision is to be a leading community organisation that seeks to create “A Good Life For All” by empowering people to make positive choices about their care and lifestyle.

**What is our mission how do we do it?** Our mission is to work with individuals, families and carers of people who may be marginalized or disadvantaged due to cognitive, physical or mental health issues, by exploring options and assisting them in achieving their goals.

**What do we believe in?** We believe in developing right relationships built on mutual trust, respect, integrity, openness and transparency.

## Our People

At UnitingCare *lifeAssist*, we are passionate about promoting disability solutions, positive ageing and carer wellness. We hold ourselves accountable for driving innovation in being client centred, thought leaders and efficient users of resources.

**Our people are:**



Role Statement

<b>Position and Number</b>	Coordinator - Connections and Outcomes - 2256
<b>Coordinator</b>	<p>The Coordinator works in partnership with internal stakeholders and the Disability Operations Manager to supervise a team of skilled workers to deliver a high quality client focused, person centered and price competitive service within existing block funded services as well as the emerging NDIS environment.</p> <p>This will include developing rapport and strong relationships with all clients receiving a service (NDIS and block funded) to ensure high engagement levels and outcomes, client retention and acquisition, tracking and monitoring funding to ensure client goals are met, embedding a culture of accountability and performance, staff supervision and a focus on continuous improvement to transition and adapt to new models of service delivery.</p> <p>The purpose of the Disability Solutions Service Team is to provide a professional and responsive service to clients, operating within the Agency’s Practice and Ethical Frameworks.</p> <p>Success Markers for this position will be a workforce and service model that is person centered, a positive culture supported through supervision and staff that are thought leaders and commercially astute.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensure delivery of high quality services and positive outcomes for clients and stakeholders, delivering against individual, program and organisational targets.</li> <li>• Ensure consultants deliver a responsive service, that empowers clients to direct and control their services in line with care plans, funding and organisational guidelines and service standards</li> <li>• Lead and supervise a team of skilled consultants to achieve individual and team success markers and ensure delivery of a professional and quality service across block and NDIS funded services.</li> <li>• Provide service delivery to clients in our nominated NDIS services/funded programs including:             <ul style="list-style-type: none"> <li>• Transition planning</li> <li>• Intensive service coordination</li> <li>• Case Management</li> <li>• Complex Case Management</li> <li>• Financial Intermediator</li> <li>• All other NDIS services</li> </ul> </li> <li>• Track and monitor NDIS and block funding allocated to meet client goals</li> <li>• Complete NDIS review reports as specified timelines</li> <li>• Focus on client engagement, retention, satisfaction and acquisition</li> <li>• Promote lifeAssist services and focus on NDIS business growth and opportunities</li> <li>• Liaise with front end staff to ensure smooth handover for quality service delivery</li> <li>• Ensure client’s funding is utilised and claimed to meet their planned goals and outcomes</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop rapport and strong relationships with the NDIS clients receiving a service</li> <li>• Vigorously track goals, hours and outcomes to ensure business sustainability and growth</li> <li>• Ensure all records are updated in relation to NDIS plans and funding (Procura, spreadsheet, NDIS portal)</li> <li>• Deliver “Plan my Future” sessions or any other future community promotion/ education sessions</li> <li>• Build strong relationships with external services to ensure collaborative client outcomes and continuation of referrals</li> <li>• Maintain close relationship with key NDIS contacts to ensured transparency, understanding and continued positive working relationships</li> <li>• Follow up on any client satisfaction issues, complaints or incident reports</li> <li>• Liaise with intake team regarding client allocation list and priority of staff allocation to receive services</li> <li>• Focus on continuous improvement in working with the NDIS requirements and flexibly adapt to new model of service delivery</li> <li>• Foster a positive organisational culture</li> <li>• Demonstrate UC <i>lifeAssist</i>’s culture and values in work practice and in interpersonal relationships</li> </ul>
<b>Program Portfolios</b>	<p>The Coordinator is responsible for the following Portfolios.</p> <ul style="list-style-type: none"> <li>• Contribute to NDIS business growth</li> <li>• Client retention and satisfaction</li> <li>• Supervision of team</li> <li>• Plan my Future community education</li> </ul>
<b>My Stakeholders</b>	<p>My internal stakeholders include all LifeAssist colleagues and the management group.</p> <p>My external stakeholders include clients/families; government bodies/funding bodies, relevant sector(s), service providers, related professional, peak bodies and the community.</p>
<b>Reports To</b>	Operations Manager Disability Solutions
<b>Direct Reports</b>	Team of Consultants

### Success Markers

Success Markers Required Outcomes	Success Markers Description
<b>A Delighted Clients</b>	<ul style="list-style-type: none"> <li>• Satisfied client as measured by valid satisfaction surveys</li> <li>• Effective management of complaints – all complaints are registered on the ACR program and are in process or have been closed</li> </ul>

	<ul style="list-style-type: none"> <li>• Clients achieve progress towards personal outcomes (goals)</li> <li>• Customer service standards and Client Charter of Rights and Touchpoint Standards apply in service delivery as measured by Audit process</li> <li>• lifeAssist Practice Framework is applied by all staff</li> </ul>
<b>B Influential and proactive team member</b>	<ul style="list-style-type: none"> <li>• Representation on at least one internal working groups/ committees</li> <li>• Representation on at least one external committee/ networking meeting</li> <li>• Participation in LifeAssist leadership meetings and initiatives.</li> <li>• Assisting with delivering organisational and departmental strategy implementation plan obligation.</li> </ul>
<b>C Highly engaged team</b>	<ul style="list-style-type: none"> <li>• Staff meet agreed success markers.</li> <li>• Team Denison Engagement Score for Disability division to increase within agreed timeframes and percentiles.</li> <li>• Resolution of all serious validated complaints raised by staff.</li> </ul>
<b>D Satisfied organisational funders/NDIS clients</b>	<ul style="list-style-type: none"> <li>• Client budgets achieved subject to availability or required resources</li> <li>• Targets set by funders / organisation / divisions are met.</li> <li>• Audits set by funders meet compliance standards.</li> <li>• Deadlines for reports are met.</li> </ul>
<b>E Business Growth</b>	<ul style="list-style-type: none"> <li>• Actively promoting all lifeAssist services internally and externally</li> <li>• Participation in tender and or / potential growth areas (NDIS) as required</li> <li>• Presenting at conferences/ workshops/ forums/ networks on at least one occasion.</li> </ul>

Capabilities

<p><b>Experience</b></p> <p><b>Knowledge</b></p> <p><b>Skills</b></p>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in leading teams in the delivery of disability/community services.</li> <li>• Experience in supervision, coaching and mentoring staff to develop capacity/new skills/competencies and identifying training and development needs</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of Disability programs and structures at State and Commonwealth levels, in particular the NDIS; the community sector environment and the not-for profit sector</li> <li>• Knowledge of and understanding of the issues and needs of people with disabilities, their families and carers.</li> <li>• Knowledge of and ability to implement service delivery that empowers Clients with flexibility, choice, capacity building and transparency.</li> <li>• Knowledge of relevant legislation and its impact on service delivery and practice.</li> </ul> <p><b>Technical Skills</b></p> <ul style="list-style-type: none"> <li>• Project coordination, presentation and reporting skills</li> <li>• Excellent verbal and written communication skills.</li> <li>• Effective time management skills.</li> <li>• High-level analytical skills.</li> <li>• High level MS Office Word, Excel, Outlook and PowerPoint Skills</li> <li>• Experience in using a Client Information/Relationship System</li> </ul> <p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent people skills – ability to supervise, motivate and support others to achieve common goals.</li> <li>• High level problem solving and negotiation skills with the ability to utilise strategies to facilitate collaborative relationships with all stakeholders.</li> <li>• An ability to work with cross-functional teams to achieve organisational outcomes</li> <li>• Excellent skills in service delivery, listening and empathy.</li> </ul>
<p><b>Attributes</b></p>	<ul style="list-style-type: none"> <li>• Understanding of and commitment to the values and principles of UC LifeAssist</li> <li>• Values diversity and supports team and colleagues</li> <li>• Works collaboratively with individuals and organisations</li> <li>• Demonstrates cultural sensitivity &amp; adjusts personal style accordingly</li> <li>• Demonstrates commitment to the principles of equity, social justice &amp; inclusion</li> <li>• Motivated, positive outlook with a results focused orientation.</li> <li>• Ability the think outside the square and develop innovative solutions</li> </ul>
<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• A tertiary qualification in a relevant discipline</li> <li>• Leadership Experience (preferred)</li> </ul>
<p><b>Licences</b></p> <p><b>Permits</b></p>	<ul style="list-style-type: none"> <li>• A current Driver’s License - Essential</li> <li>• Consent to UC LifeAssist’s employee checks process: Essential</li> <li>• Working with Children Check: Essential</li> <li>• Statutory Declaration – (where applicable)</li> <li>• Right to Work in Australia</li> </ul>