



Position Description – Team Leader Local Area Coordination

Work unit	Inclusion
Award	Social, Community, Home Care and Disability Services Award (SCHADS) – Level 5
Reports to	Northern NSW LAC Manager
Supervisory responsibilities	Administrator Local Area Coordination and Local Area Coordinators
Duration	Fixed term to 30 June 2018
Probationary period	6 months from date of appointment
Hours	Full Time – 38 hours per week
Based at	Tweed Heads
Position description created	December 2016
Approved by	Executive Manager – People and Quality
Review date	December 2017

Purpose of the Position

Social Futures is a NDIS (National Disability Insurance Scheme) Partner delivering the NDIS Local Area Coordination (LAC) Transition Services in your community. These services will:

- provide support for people with disability and their families to access the National Disability Insurance Scheme (the Scheme);
- assist people with disability, their families and carers to build and pursue their goals for a good life, exercise choice and control and engage with the Scheme; and
- ensure that people with disability can be supported outside the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability

LAC Team Leaders will oversee the day to day operations of the LAC service including a high level of support and supervision to a team of people.

Mandatory Requirements

Current National Police Check

Current Working with Children Check

Current Valid Drivers' Licence

In accordance with our contract with the National Disability Insurance Agency, to deliver Local Area Coordination (LAC) Services, a staff member working within, or closely associated with Social Futures LAC Program/s is not permitted to work, volunteer or be associated in a board or advisory role with a registered provider whilst being employed with Social Futures.

Essential Selection Criteria

Essential Selection Criteria	
1.	Demonstrated experience in effectively supervising a multidisciplinary team in a high-volume quality support and service environment.
2.	Excellent oral and written communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to establish and maintain effective relationships
3.	Demonstrated well developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines, ensuring program performance indicators are met
4.	High level of computer literacy and capacity to work with client management systems and the Microsoft Office Suite
5.	Proven ability to work effectively as part of a team and make a positive contribution to workplace culture
6.	Existing knowledge and relationships with community networks and NDIS providers in the region with an understanding of enabling factors and barriers to social inclusion.
Desirable Selection Criteria	
1.	Qualifications in social or community services
2.	Lived experience of disability

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
Ensure high volume, quality planning and coordination support is provided to participants.	<ul style="list-style-type: none"> Oversee day to day operations and logistics of the LAC service and associated infrastructure Ensure the team is meeting program targets & reporting requirements (daily, weekly and monthly) Promote excellent person-centred, strengths based service within a high volume environment Ensure the service provides quality assistance for people with disability, their families and carers to build and pursue their goals, exercise choice and control and engage with the NDIS Ensure the service provides people with disability who do not meet the access requirements to the Scheme to connect to appropriate supports such as Ability Links NSW Develop systems for service delivery in accordance with LAC operational guidelines Ensure up-to-date confidential records are maintained within required information management systems Generate reports from participant information management systems and other sources as required Assist staff to generate innovative and creative responses to people's, families' and community needs

Key Responsibilities	Focus Areas
	<ul style="list-style-type: none"> • Maintain professional boundaries and comply with organisational Codes of Conduct/Ethics
Build and develop the capacity in the community to ensure it is inclusive and welcoming	<ul style="list-style-type: none"> • Participate in and lead community capacity building activities, including formal presentations as required. • Develop and strengthen community and disability sector relationships • Develop, maintain and leverage relationships with partners, communities and other stakeholders to facilitate inclusion • Maintain and promote up-to-date knowledge about services, support agencies and initiatives available to people with a disability • Implement and support strategies to provide service to isolated communities and NDIA priority cohorts
Ensure the effective implementation of Quality Management Systems	<ul style="list-style-type: none"> • Ensure compliance with NDIA funding agreement • Demonstrate commitment to and promotion of a culture of service excellence and continual improvement • Participate in quality improvement initiatives including policy and procedure review and development and audits • Actively engage in workplace safety and incident and hazard reporting requirements including management and follow up • Assist with organisational impact reporting requirements • Manage complaints and other feedback
Provide effective staff supervision and support	<ul style="list-style-type: none"> • Foster a culture of effective team functioning • Clearly communicate vision, motivation and commitment to the Scheme and organisational program / project goals • Support reasonable modifications to enhance job satisfaction • Plan, prioritise and schedule workloads including effective rostering of staff • Clearly and effectively communicate decisions • Provide comprehensive orientation for new staff • Facilitate effective staff supervision • Monitor professional development and provide access to suitable training and development programs • Performance management • Monitor trauma and vicarious trauma and proactively respond to ensure staff receive the support they need • Maintain confidentiality
Actively contribute to team and organisational culture	<ul style="list-style-type: none"> • Be an active and contributing team member modelling the values of the role and organisation • Attend relevant meetings including: team meetings, supervision and performance reviews • Regularly seek, respond to, and be open to learn from feedback and suggestions for improvement, including participating in training and development opportunities • Work proactively to resolve complaints, grievances, concerns or conflict in a positive manner • Support and foster a culture of inclusiveness and child safety and actively contribute to child safe workplace practices • Be flexible and able to work in various areas of the organisation, using knowledge and skills across the organisation where needed and required • Participate in promoting the organisation based on the values, culture and Code of Conduct of the organisation • Comply with organisational policy and procedure

Key Responsibilities	Focus Areas
	<ul style="list-style-type: none"> Participate in internal and external training relevant to the role Participate in Social Futures Practice Framework training & reflective practice sessions.

Competencies, Skills and Attributes

Technical	
1.	Diploma (or higher qualifications) in related field or equivalent relevant qualifications and / or experience that is transferable to performing the role to a high standard
2.	Current National Police Check
3.	Current Working with Children Check
4.	Current valid Driver Licence
Experience and Knowledge	
1.	Understanding of the Disability Sector and the NDIS and experience working with people with disability, their families and carers
2.	Management experience at an operational level within a key area of disability support
3.	Demonstrated experience in supervising a multidisciplinary team
4.	Demonstrated strong level IT skills including experiences in Microsoft Office products and operation of smart phones, computers and tablets
5.	Excellent listening and oral communication skills, including the ability to converse effectively with a diverse range of people
6.	Demonstrated capacity to negotiate effectively to identify and resolve issues, conflicts and disputes
7.	Excellent written communication skills
8.	Previous experience working within a high volume, fast paced environment
Attributes and Values	
1.	Engages in reflective practice with a view to improve performance
2.	Demonstrates behaviours that treat others with respect, care and compassion
3.	Promotes cohesive team work and a collaborative work environments
4.	Solution focused approach to problems and ability to think outside the box
5.	High level of emotional intelligence
6.	Exercise initiative
7.	Proven history of following up commitments with action, ability to shift priorities, and work to deadlines
8.	Capacity to work in alignment with organisational values and goals
9.	Ability to identify and implement improvements to process or systems
10.	Uses technology to work efficiently
Compliance	
1.	Understands and complies with company policies and procedures, including data entry transaction requirements

2.	Willingness and desire to comply with workplace health and safety policy and procedure to ensure safety of self and others
3.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
4.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to organisational Code of Conduct, policies and procedures
5.	Adheres to legislation, regulations and best practice standards relevant to service and role

Inherent Requirements of the Work Activities/Environment

The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible we will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Community and Home based participant contact	Occasional
People Contact	Liaise with our staff	Daily
	Liaise with government, non-government, businesses, and other community organisations	Daily
	Liaise with participants/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, trams and taxis	Occasional