

<b>Position Title:</b>	Co ordinator Housing and Supported Independent Living
<b>Division:</b>	Housing and Supported Independent Living
<b>Reporting To:</b>	Service Manager Housing and Supported Independent Living
<b>Direct Reports:</b>	Support Workers

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcott Housing and Supported Independent Living Service offer a range of services that enables customers to live independently. This includes:

- Shared Housing
- Individual Housing
- Supported Living

### KEY OBJECTIVE OF THE POSITION:

- To be responsible for all operational functions of the program/s and/or customer allocation including but not limited to:
  - Person Centered support to customers, their guardians, and where appropriate family members.
  - Support with the activities of daily living (ADL),
  - Safe and welcoming environment for customers, staff and visitors
  - Development and implementation of staff work schedules/rosters
  - Financial management of the service
  - Sustainable staff support that meets customers' needs and service's expectations.
- Provide Practice leadership to staff including:
  - Conducting team meetings
  - One to one supervision
  - Allocating and organising staff
  - Modelling and coaching
  - Quality of life outcomes
- To ensure that the operation of the housing and supported independent living program is consistent with the principles and applications of the National Disability Services Standards.
- To work with the Manager and Service Manager Housing and Supported Independent Living to develop and implement systems, policies and procedures that comply with legal and funding requirements, manage risk and continuously improve service and to ensure consistency in support and processes across Housing and Supported Independent Living.
- Actively engage in self reflection

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Proven ability to successfully lead, manage and support a team of staff working in residential settings.
- Skills and experience in working with adults with a disability using a customer-centred approach.
- Proven experience in budget preparation and monitoring of financial systems
- Well-developed time management skills and ability to prioritise workload in competing demands.
- Well-developed interpersonal, assessment and problem solving skills.
- Ability to work independently and as part of a multidisciplinary team.
- Understanding of WHS guidelines and management requirements.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Computer literacy, in particular proficiency with Microsoft programs.
- A current Class C driver's license.
- Knowledge of funding requirements and Disability ACT policy guiding practice in residential services.
- Understanding of WHS guidelines and management requirements.
- In-depth knowledge of the disability sector.
- Previous experience in supporting, planning and set up of new services or project managing complex change processes in desirable.
- Sound experience of working with people with a disability, including people with autism
- Tertiary qualification in Social Science, Health or other relevant professional field would be highly desirable.

### DELEGATION LEVEL

Level 5

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Meets internal and external consumer needs in a timely and courteous manner.
- Examines consumer requests to properly identify and resolve their concerns.
- Supports consumer service efforts through program design, implementation, recovery and follow-up.
- Seeks to empower consumers to resolve their own problems.

#### Relationship Building

- Listens effectively, conveys and receives ideas, information and direction.
- Seeks to clarify and confirm the accuracy of their understanding of unfamiliar or vague terms and instructions.
- Makes oral and written communication clear and easy to understand. Assesses and takes steps to improve ability to communicate (written and verbal) so ideas are conveyed with precision and efficiency.

#### Problem Solving

- Actively engage in self reflection
- Defines extent of problem areas and develops solutions.
- Effectively identifies and evaluates alternative solutions.
- Makes decisions consistent with skills and experience.
- Recognises decisions that have to be deferred until all pertinent facts are gathered and analysed.
- Flexible in modifying decisions.

#### Leadership

- Fosters an atmosphere where individuals can work together as a team towards a shared purpose.
- Shares relevant information to team members and explains rationale behind decision.
- Uses strategies to promote team morale and productivity.
- Manages conflict and recognises team successes.
- Communicates team objectives and accomplishments both inside and outside the team.

#### Financial Impact

- Administers services in line with approved budget
- Prepares sound proposal and seeks approval for any purchases outside of budget allocations.

#### Time Impact

- Make sound decisions regarding immediate service delivery within service specifications, relevant policies and guidelines.

#### Planning and Organisation

- Makes effective use of time and facilities.
- Meets deadlines.
- Maintains a clear grasp of daily tasks.
- Prioritises duties / responsibilities in a manner consistent with service and organisational objectives.

- Effectively manages tasks or program assignments including follow-up and delegation, (where appropriate).

### DUTIES

The typical duties of this position include:

- Develop a detailed understanding about each customer's individual support needs, goals and aspirations, and develop and review a person centered plan that incorporates these.
- Provide direct support to customers and fulfill hands-on shifts rostered to meet the needs of the customers and service.
- Participate in the on call roster for Housing and Supported Independent Living and centre based respite
- Work with the Service Manager Housing and Supported Independent Living to manage vacancies and customer transition as per Northcott's policy and procedures.
- Work with the Service Manager Housing and Supported Independent Living to continue the development of service specific systems, processes and procedures. Actively participate in on-going review of these documents.
- Liaise with local services and support customers to engage with appropriate day program, health, community and social services.
- Participate in the recruitment, induction, and supervision of Support Workers, vacancies in accordance with Northcott's policy and procedures.
- Work closely with NDIA and other personnel as identified from time to time by Housing and Supported Independent Living Managers
- Provide input into the budget planning process and ongoing monitoring of income and expenditure.
- Be aware of, value and respect the cultural, religious and linguistic background of each customer and staff member.
- Facilitate increased customer input into the daily operation of the service.
- Ensure compliance with all legislative and regulatory standards and requirements within the facility, including ADHC Policy and Work Health & Safety, (WHS), in consultation with the WHS Coordinator.
- Carry out administrative duties as required by Northcott including customer reports, monthly reports, Ageing Disability and Home Care reports and data collection.
- Work within the framework of the National Disability Services Standards, Privacy Legislation, Service Description Schedules, other relevant legislation.
- Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics
- Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WHS Procedures.
- Assist in maintaining the premises, vehicles and equipment and discuss any issues with Supported Housing Manager.
- Complete Monthly Report and participate in ongoing support and supervision meetings
- Participate in relevant team meetings and personal development/ mentor support meetings
- Participate as an effective team member
- Provide information, resources and train staff in Northcott's Safety and Injury Management Procedures and Northcott's EEO Procedures and any other training
- Provide effective supervision and mentoring of staff
- Manage rosters and timesheets for all staff and ensure staff hours are in-line with approved budget.
- Ensure customer files are consistently maintained as per Accommodation Services' files procedure and customers include up to date and relevant information for staff on working with customers.
- Being responsible for general day to day running of the service
- Actively participate in Housing and Supported Independent Living planning process ensuring overall goals are transferred and implemented.

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**