

Position Title:	Service Coordinator – Metropolitan South
Division:	Operations
Reporting To:	Area Manager
Direct Reports:	Support Workers and Senior 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 2,500 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's Operations Division offers a range of services that enables customers to live independently.

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
 - 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 programs is consistent with the principles and applications of the NDIS Quality and Safeguarding Framework
- To work with the relevant Managers 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
- Actively engage in self reflection

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Proven ability to successfully lead, manage and support a team of staff working in residential and/or community settings and supporting customers with complex support needs.
- Skills and experience in working with adults with a disability with complex support needs 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
- Strong interpersonal, assessment and problem solving skills
- Ability to work independently and as part of a team
- The ability to work across multiple sites in the Metropolitan South Region
- Understanding of WHS guidelines and management requirements

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Demonstrated experience working with people with a disability, including supporting people in a residential setting
- In-depth knowledge of the disability sector including NDIS funding, SIL quotes, and the NDIS Quality and Safeguarding Framework
- A current driver's license
- Computer literacy, in particular proficiency with Microsoft programs
- Previous experience in supporting, planning and set up of new services or project managing complex change processes is desirable
- Tertiary qualification in Social Science, Health or other relevant professional field is 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 customer requests to properly identify and resolve their concerns
- Supports customer service efforts through program design, implementation, recovery and follow-up
- Seeks to empower customers 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 to meet required 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

DUTIES

The typical duties of this position include:

1. Develop a detailed understanding about each customer's individual support needs and goals as documented on their NDIS plan
2. Facilitate increased customer input into the daily operation of the service
3. Work with the Area Manager to manage vacancies and customer transition
4. Work with the Area Manager to identify and develop housing opportunities across the Metropolitan South region
5. Provide direct care support to customers as needed
6. Participate in the recruitment, induction, and supervision of Support Workers, vacancies in accordance with Northcott's policy and procedures
7. Be aware of, values and respect the cultural, religious and linguistic background of each customer and staff member
8. Provide effective supervision and mentoring of staff
9. Participate in 'on call' as per roster
10. Work with the Area Manager to continue the development of service specific systems, processes and procedures and actively participate in on-going review of these documents
11. Liaise with local services and support customers to engage with appropriate day program, health, community and social services
12. Work closely with NDIA and other stakeholders as identified
13. Work within the framework of the NDIS Quality and Safeguards Framework, Privacy Legislation, and other relevant legislation
14. Provide input into the budget planning process and ongoing monitoring of income and expenditure
15. Ensure compliance with all legislative and regulatory standards and requirements within the facility
16. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's Work Health and Safety Procedures
17. Complete Monthly Report and participate in ongoing support and supervision meetings
18. Participate in relevant team meetings and personal development/ mentor support meetings
19. Provide information, resources and train staff in Northcott's policies and procedures
20. Manage rosters and timesheets for all staff and ensure staff hours are in line with approved budget
21. Manage rosters for customers in residential and/or community based settings in consultation with the Customer Service Team to ensure quality of service
22. Assist in maintaining the premises, vehicles and equipment and discuss any issues with the Area Manager, relevant housing provider and facilities manager
23. Ensure customer files are consistently maintained in accordance with procedure
24. Carry out administrative duties as required

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.

Position Description

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.