

<b>Position Title:</b>	Coordinator
<b>Division:</b>	Operations
<b>Reporting To:</b>	Area Manager or Regional Manager
<b>Direct Reports:</b>	Support Workers, Senior Support Workers, Advisors

### 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 approximately 2,500 staff and provide empowering, personalised services to over 14,500 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 Operations is responsible for the delivery of tailored, timely and quality services to customers across the business

### KEY OBJECTIVES OF THE POSITION:

The position;

- is responsible for the operation of centre based services, community services and/or in home services.
- will ensure workers are adequately trained and supported to deliver services safely and effectively, and in line with Northcott's policies and procedures.
- will uphold high quality standards in service delivery and assist customers to reach their full potential.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Demonstrated ability to successfully lead, manage and support a team of workers
- Demonstrated ability in budget preparation and monitoring financial systems
- Well-developed time management skills and ability to prioritise workload
- Strong interpersonal, assessment and problem solving skills
- Able to work autonomously and as part of a team
- Computer literacy, in particular proficiency with Microsoft programs and the use of customer management systems

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Demonstrated experience in the management, supervision and support of a team
- Demonstrated experience working with adults with a disability to find employment or to develop new skills and further their education
- Strong interpersonal skills and a commitment to customer service
- Sound knowledge and understanding of the disability sector, including the NDIS and the NDIS Quality and Safeguarding Framework
- Experience in achieving and exceeding performance targets
- Current driver's licence
- Understanding of Work Health and Safety Act and management requirements
- First Aid Certificate
- Valid Working with Children and Criminal History Checks
- Tertiary qualification in Social Science, Health or other relevant professional field is desirable

### DELEGATION LEVEL

- Level 5

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Attend Expos, interagency meetings and any opportunities that focus on obtaining future customers
- Value and respect the cultural, religious and linguistic background of each customer and staff member
- Meet internal and external customer needs in a timely and courteous manner
- Examine customer requests to properly identify and resolve their concerns
- Empower and support customers to resolve their own problems and make informed choices

### Relationship Building

- Listen effectively, conveying and receiving ideas, information and direction
- Clarify and confirm the accuracy of understanding
- Ensure verbal and written communication is clear and easy to understand

### Problem Solving

- Actively engage in self reflection
- Define the extent of a problem and develop solutions
- Effectively identify and evaluate alternative solutions
- Make decisions consistent with skills and experience
- Recognise decisions that have to be deferred until all pertinent facts are gathered and analysed
- Flexible in modifying decisions

### Leadership

- Ensure all staff receive and understand relevant information regarding their duties and role
- Foster an atmosphere where individuals can work together as a team towards a shared purpose
- Use strategies to promote team morale and productivity
- Manage conflict and recognises team successes
- Communicate team objectives and accomplishments both inside and outside the team

### Financial Impact

- Administer services in line with approved budget
- Seek to find efficiencies wherever possible

### Time Impact

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

### Planning and Organisation

- Make effective use of time and resources
- Meet deadlines and achieves set business targets
- Prioritises duties / responsibilities in a manner consistent with service and organisational objectives
- Effectively manage tasks or program assignments, including follow-up and delegation

### Creativity

- Generate workable and innovative ideas, concepts and techniques
- Initiate new and creative ideas and solutions to problems

## DUTIES

1. Oversee the general day to day running of centre based, community based and/or in home support services
2. Assist in maintaining service facilities, vehicles and equipment, and discuss any issues with the appropriate manager
3. Ensure that services and staff are compliant with all relevant product guidelines and operating procedures
4. Monitor and meet performance targets, including those related to revenue, expenditure, customer consumption, data accuracy and process compliance

5. Meet with the Customer Service Team regularly, and work collaboratively to fill and roster shifts, and address any issues
6. Ensure all customer complaints are handled appropriately and in a timely manner
7. Actively promote Northcott and grow our services by building referral pathways, developing key relationships, working collaboratively with Individual Plan Advisors, attending relevant events and speaking with potential customers
8. Work with Individual Plan Advisors to move customers seamlessly to the service delivery stage of the customer journey
9. Develop an understanding of each customer's individual support needs, goals and aspirations, ensuring that all supporting documentation is accurate, up to date and made available to workers
10. Provide effective supervision, mentoring and essential training to workers, ensuring they possess the skills and knowledge to carry out their duties safely and effectively
11. Develop and coordinate the supports needed to assist customers to reach their individual goals
12. Seek customer feedback regularly and actively support customers to exercise choice and control over their services
13. Participate in annual review meetings with customers and Individual Plan Advisors
14. Assist in the recruitment and induction of new workers, ensuring staff understand all relevant information provided and their duties
15. Review regularly the quality of service provided by workers (e.g. shift notes) and contribute to annual performance reviews and appraisals
16. Complete venue risk assessments, home risk assessments and welfare checks for customers when required
17. Participate in 'on call' as per roster
18. Work directly with customers, providing physical assistance and support them to achieve their goals
19. Carry out administrative duties as required by Northcott, including customer reports, monthly reports, NDIA reports and general data collection

**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.

Employee's Signature

Employee's Name

Date

**PLEASE FORWARD A SIGNED COPY TO HUMAN RESOURCES**