

Branch	Disability Inclusion
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4
Reports to	Team Leader, Local Area Coordination
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	August 2022
Approved by	Executive Manager Inclusion
Review date	August 2023

Our Values

Integrity **Do what is right:** acting fairly, honestly, openly and consistently.

Learning **Get better at what we do:** improving our knowledge and understanding.

Inclusion **Everyone matters:** valuing diversity, connection, belonging and social justice for all.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

We problem-solve with our customers

We celebrate success

We treat everyone with dignity

We own our actions

We turn challenges into opportunities

Position Purpose

The Service Delivery branch delivers high-quality person-centered services across the continuum of support in the focus areas of NDIS Local Area Coordination, Mental Health and Wellbeing, Housing and Homelessness and Children, Youth and Families.

The Disability Inclusion team provide NDIA Local Area Coordination services to people with disabilities, their families and carers, assisting them in accessing the NDIS and linking to knowledge, resources and opportunities in their communities to enable them to live the life they choose.

The Local Area Coordinator (LAC) supports people with disability, their families and carers and the broader community to ensure people with disability are included and valued, are able to participate in, and contribute to, community life, and are connected to the resources, services and supports they need to achieve their goals.

Key Accountabilities

A high-level description of the most critical and important aspects of the position

- Support eligible people with disability to access the NDIS and act as the main point of contact for the NDIS for customers and community
- Assist NDIS participants, their families and carers to identify strengths, needs and aspirations, and to formulate and achieve goals through their plans, including review of the plans
- Build and maintain information regarding services, supports, linkages and other resources available to participants within the broader service system and community and facilitate access to this information
- Build the capacity of participants, their families and carers to exercise choice and control, and to manage their NDIS plan and lives as independently as possible
- Build community capacity for greater inclusion of people with disability, and create and utilise beneficial linkages within the community to expand options and possibilities for people with disability
- Complete all participant work requirements in accordance with the LAC Procedure Manual, including meeting Quality Assurance requirements and NDIS timeframes
- Monitor plan usage and implement strategies to address utilisation in a timely manner
- Identify and report information and insights about systemic or individual challenges, gaps and barriers, service market availability, service provision and community development needs to inform the continual development of the NDIS, the community and the broader service system
- Provide practice that is strengths based, person-centred, solutions focused and culturally responsive and safe

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Implementation of the LAC service while managing competing priorities that support Branch goals and objectives, within a demanding and complex service delivery environment
- Building the capacity of people with disability who are not eligible for the Scheme, their families, carers and broader circles of support to generate options and implement solutions, and to access other services and supports within the broader service system and community

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Team Leader	<ul style="list-style-type: none"> Provide regular updates on key priorities and projects and receive guidance and direction Identify emerging issues and risks Report on performance against agreed measures
LAC Team	<ul style="list-style-type: none"> Contribute to the team's achievement of its key performance indicators
Workplace Trainer, Community Development Coordinator	<ul style="list-style-type: none"> Participate in ongoing professional and competency assessment and development ILC workflow coordination under the direction of the Team Leader
External	
External customers and participants	<ul style="list-style-type: none"> Facilitate relationships to ensure services meet expected service delivery standards

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Demonstrated experience in providing high-volume quality support and planning facilitation to assist participants identify and obtain their needs and goals while building capacity
- Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to ensure effective relationships
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Strong computer literacy skills with the capacity to work with various participant management data portals to create and maintain participant records
- Knowledge of community networks, formal and informal supports, and NDIS providers in the region
- Proven ability to work effectively and as part of team to enhance positive workplace culture
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work

All positions will require current National Police, Working with Children Checks and COVID19 Vaccination as a condition of employment.

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.

Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable.



Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

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	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
People Contact	Sit at a computer or in meetings for extended periods	Daily
	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
Administrative Tasks	Liaise with clients/customers	Daily
	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
Transport	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level H- Planning at a delivery and strategic level is required to coordinate a range of activities across a Business Unit
2	Freedom of the position to act (autonomy)	Level F – Decisions will normally be made by the position holder as the specialist staff/ technical expert with minimal review by the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level G – Problems are extremely complex and are solved through research and/or the application of in-depth expertise Innovative and creative solutions are required to resolve problems
4	The level of verbal communication skills required of the position	Level E - Mediate and/or negotiate issues between parties to effectively resolve problems
5	The level of written communication skills required of the position	Level F – Write complex non-standard correspondence, reports, and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level E – Catastrophic
7	Minimum level of practical experience required of the position in addition to required qualifications	Level F – Complex innovation and problem solving
8	Leadership and work coordination skills required of the position	Level G – Leadership and organisational skills are required to direct and control a Business Unit The position is responsible for team building and development and for the achievement of a broad and diverse range of goals and objectives
9	Number of employees for whom the position is accountable	Level E – Up to twenty-five people
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1