



Broadmeadows Disability Services

Position Description

Position Title	COORDINATOR – INDIVIDUALISED SUPPORT PORTFOLIO (Reviewed April 2009)
Department	Individualised Support, RASP & Escapade
Award & Classification	
Accountability	<p>Reports to:</p> <ul style="list-style-type: none"> • Client Services Manager • CEO <p>Accountable for:</p> <ul style="list-style-type: none"> • Team Leaders • Community Support Workers • Volunteers • Casual Staff • Students on Placement
The Organisation	<p>Broadmeadows Disability Services is a community based not-for-profit Organisation that provides support services to people with a disability across the Northwestern Metropolitan Region as defined by DHS. The Organisation comprises of a <i>Day Service, Escapade Respite Service, Acquired Brain Injury Recreation Program</i> & an individualised Support Service.</p>
Position Context	<p>The Coordinator – Individualised Support portfolio is accountable to the Client Services Manager for the planning, organisation, implementation, management and evaluation of supports, activities, programs and services delivered through Individualised Support, RASP and Escapade programs and to provide leadership, support, guidance and supervision to the staffing Team. This will be achieved by consultation with the Client Services Manager and through leading and supporting Team Leaders and Team members to:</p> <ul style="list-style-type: none"> • Deliver a wide range of high quality supports and client focused programs / activities aligned with the principles of the disability service reorientation. • Promote a Person Centred Approach as a means to develop, plan & deliver services to clients. • To actively participate in service development and continuous quality improvement of the service. • Provide staff with professional development and support in the area of Organisational change. • Provide leadership and promote Teamwork to Staff. • Allocate, utilise and monitor resources (including Staff) in an efficient, equitable and effective manner.

<p>Key Responsibilities & Objectives</p>	<p>Ensure all clients receiving a service are supported appropriately to and meet each individual needs and wants.</p> <ul style="list-style-type: none"> • A working knowledge of the Victorian Disability Standards and Disability Act 2006. • Support Staff in the development and review of a plan that reflects individual needs, wants and aspirations. • All clients have the supports they require and a range of program/ activities that reflect individual needs, wants and aspirations. • Maintain clients confidentiality, uphold clients rights, independence and dignity and to ensure individual choices and involvement are maintained at all times. • Work collaboratively with community networks to enhance service delivery and to promote opportunities aligned with disability service reorientation agenda. • Mentoring Staff in the identification and resolution of complex issues in a variety of contexts which may arise through daily interactions with clients, families and/or other key stakeholders. <p>Active participation in Service planning & delivery to promote high quality, individualised and responsive services.</p> <ul style="list-style-type: none"> • Foster the continued development of a Person Centred Approach within the Organisation. • Development of systems to capture service level data from Key Stakeholders. • Demonstrate a comprehensive knowledge in relation to programs and activities, including an ability to match individual client needs with supports requirements. • Possess appropriate skills and abilities to effectively manage incidences that occur throughout the day and ensure that they are handled and recorded on the relevant forms, brought to the attention of the Client Services Manager and reported externally as required. • Ability to develop formats, maintain and keep records that relate to programs/activities including expenditure, attendance, personal information and medication. • Active involvement and contribution to the Management Team and attendance at meetings as required. • Attendance at forums and network meetings as identified by the Client Services Manager and reporting to the Management Team. • Account for effective and efficient use of resources in alignment with organisational policy and procedure, including implementation of systems and control measures for effective monitoring and reporting. • Support the continued enhancement of workplace culture to facilitate the development of inclusive supports and active participation. <p>Capacity to manage resources and facilitate program delivery in accordance with Organisational Policy and Procedures.</p> <ul style="list-style-type: none"> • Undertake all duties (rostered or directed) to ensure the safe, secure and satisfactory operation of the service.
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	<ul style="list-style-type: none">• Implement and monitor compliance with policies and procedures, statutory regulations and mandatory reporting requirements.• Adhere to OH&S regulations in accordance with WorkSafe legislation, and other health and safety procedures.• Actively participate in program planning, in-service training sessions, team building and supervision of Team Leaders and staff as required.• Liaise with casual agencies to ensure that Casual Staff are employed as required, inducted and supervised accordingly.• Supervise and support successful outcomes for Students on placement.• Assist in the development of clear frameworks for staff that is reflective of their role and responsibilities and in line with strategies goals and directions of clients.• Utilise comprehensive liaison skills with clients, families/ carers, community agencies, specialist staff and other service providers.• Exercise relevant skills and sound judgment in making independent operational decisions.• Ability to demonstrate a comprehensive understanding and knowledge of relevant legislation including the Disability Act 2006 and other legislative requirements that relate to service provision to members. <p>Education and professional development.</p> <ul style="list-style-type: none">• Identification and planning of professional development opportunities to enhance staff skills and innovative service delivery.• Support the Client Services Manager to initiate and manage change in the Organisation through the development and review of policies, procedures and work practices.• Maintain own professional knowledge, skills and professional registration as appropriate.• Active development of and participation in Team building opportunities.
<p>Qualifications & Experience</p>	<p>Mandatory:</p> <ul style="list-style-type: none">• Tertiary qualifications in Disability, Human Services or a related field.• Proven ability and experience in budget construction, review and management.• A tertiary qualification and/or experience in Community Services Management.• Demonstrated capacity to operationally manage service delivery within a Quality Management Framework.• Current Driver's License (Manual preferred).• Current First Aid Certificate (minimum Level II).• Computer literacy (including MS Office products). <p>Desirable:</p> <ul style="list-style-type: none">• Demonstrated experience within a Community Services environment.• Proven experience in the effective management and supervision of a small team of staff.• Experience in supporting a team to provide services for clients within

	<p>a Person Centred framework.</p> <ul style="list-style-type: none"> • Commitment to the principles and philosophies outlined in the Disability Act 2006 and the Victorian Charter of Human Rights and Responsibilities.
<p>Core Attributes</p>	<ul style="list-style-type: none"> • Comprehensive knowledge and understanding of a Person Centred Approach and awareness of service delivery implications. • Highly developed and effective communication skills. • Advanced computer literacy and IT skills. • Proven capacity to foster and develop an effective Team orientated environment. • Ability to initiate, and support individuals in the making of informed decisions. • Established problem solving and conflict resolution skills. • Effective listening and negotiation skills. • Excellent organisational and time management skills. • Ability to think and plan strategically. • Active listening skills. • Capacity for coaching and mentoring staff.
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> • Rosters and activity planners are managed on a daily basis and engage clients in meaningful activities relevant to individual need. • Requests for staff Movement are investigated and actioned where appropriate. • Resources are allocated and utilised in an efficient and equitable manner across the organisation at all times. • Client absence and personal details records are accurately entered / updated in Database. • Staff absence records and personal details are accurately entered in Database. • Casual Staff are employed as required in consultation with Client Services Manager and receive induction information as necessary. • Students on placement are supervised and allocated activities relevant to achievement of their learning outcomes.
<p>General Information</p>	<ul style="list-style-type: none"> • This position will be offered on an ongoing basis – a 3 month Probationary period applies. • A Work Plan will be developed within 3 months from commencement in consultation with the Client Services Manager.