

POSITION DESCRIPTION

Position Title: **TEAM LEADER – NDIS SUPPORT COORDINATION**

Classification: Social and Community Services Employee

Department/Program: NDIS Support Coordination

Report to: CEO

Location: 67 Sutherland Road, Armadale
Will also work across arrange of community settings

Issued: 24/11/2023

I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver's license status (if applicable)
- NDIS worker screening check
- Compliance with current Victorian Government vaccination mandate
- the capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature

Date: / /

SALARY

The classification applicable to the position is Level 5 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

POSITION OBJECTIVE

Provide leadership to and management of the NDIS Support Coordinator team to ensure Inclusion Melbourne provides exceptional Support Coordination to participants through the successful and satisfactory implementation of their NDIS plan and within Inclusion Melbourne and NDIS policy and guidelines.

Our Values

Integrity

“To consistently act on sound moral principles”

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

“The inherent ability or capacity for growth”

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

“A single person regarded as a unique personality, distinguished from others by special qualities”

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

“A significant connection existing between people and communities”

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA – SERVICE DELIVERY

Key Responsibilities	Key Duties
Ensure team targets are met and services are delivered in accordance with organisational and NDIS policies and guidelines.	<ul style="list-style-type: none"> • Ensure the team is meeting individual and team targets such as billable hours, meeting of deadlines, and delivery of reports. • Design and manage departmental Plans and KPI reports • Ensure all Inclusion Melbourne processes are completed relating to participant service delivery, including – <ul style="list-style-type: none"> ○ Designing and refining uniform service delivery procedures ○ Ensuring compliance with Inclusion Melbourne service delivery processes ○ Oversee service agreement, and service booking details are correct and entered accurately into Brevity, and liaise with Intake function in relation to agreements and bookings ○ Ensure service bookings in PRODA are completed correctly • Maintain oversight of the achievement of participants goals and ensure goal progress is being monitored regularly and recorded and provide reports to CEO as required • Ensure case noting regarding communications, agreements and other interactions related to the participant are accurately recorded in Brevity • Ensure participants funding is utilised and expended within the plan timelines • Ensure regular and appropriate feedback provided to participants and carers
Manage a caseload of participants	<ul style="list-style-type: none"> • Manage a caseload of participants as allocated • Where required, assist with participant commencement before re allocating participants to a Support Coordinator • Provide additional support /guidance to Support Coordinators to manage more complex cases and assist staff in resolving complex support coordination issues

KEY RESULT AREA – BUSINESS DEVELOPMENT

Key Responsibilities	Key Duties
Promote and enhance the organisation	<ul style="list-style-type: none"> • Attend events, develop and deliver presentations and represent the organisation as required
Drive the improvement and development of the service	<ul style="list-style-type: none"> • Remain up to date with and implement best practice relating to support coordination service delivery • In consultation with the CEO, revise existing and draft additional policies and procedures related to Support Coordination delivery • Draft training materials related to inclusion Melbourne's NDIS support coordination service delivery • Design, implement and revise tools, checklists and guides to Support coordination service delivery model • Keep abreast of NDIS policy changes ensure compliance with all NDIS policy and guidelines.

KEY RESULT AREA – COMPLIANCE

Key Responsibilities	Key Duties
Ensure day to day regulatory compliance and adherence to organisational policy and procedures	<ul style="list-style-type: none"> All client data is current and correctly completed Information is maintained in accordance with quality system and complies with auditing requirements. Prepare reports, service evaluation and acquittal data as required Ensure all complaints are responded to with 48 hours and recorded in the relevant register and outcomes communicated to complainant Demonstrates advanced skills related to computer literacy, including Microsoft Office suite of applications and the Brevity data base Approve leave for direct reports

KEY RESULT AREA – HUMAN RESOURCES

Key Responsibilities	Key Duties
Building strong teams able to respond to the service needs of participants and the business needs of the organisation.	<ul style="list-style-type: none"> Monitor business growth and emerging workforce needs and liaise with HR to ensure capacity to meet those needs. Participate in recruitment of staff who possess relevant skills and values while maximising efficiency Establish, develop and build capacity of regional teams, and ensure team meetings occur monthly or as agreed with CEO Identify and liaise with CEO re relevant training needs of the team

KEY RESULTS AREA – Organisation/Customer Service & Experience

Key Responsibilities	Key Duties
Demonstrates and upholds IM Values	<ul style="list-style-type: none"> Values of Inclusion Melbourne are incorporated into daily work practices. Excellent customer service to all stakeholders. Represent Inclusion Melbourne at regional networks and forums, as relevant Able to articulate a comprehensive knowledge of all aspects of Inclusion Melbourne's services. Positive customer feedback. All communications are positive and effective. Displays a commitment to open communication.
Customer Service (internal & external)	
Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.	
Ensure effective communications with all stakeholders.	

KEY RESULTS AREA – OUR TEAM

Key Responsibilities	Key Duties
Training, mentoring and leadership	<ul style="list-style-type: none"> Deliver support coordination specific induction and training to new NDIS Support Coordinators via – <ul style="list-style-type: none"> Designing and refining training materials, procedures and guidelines for the role Developing and delivering a documented, staged orientation and training program to new NDIS Support Coordinators Ensure and record achievement of competence at each stage of the training.
Demonstrate outstanding ability to monitor and improve the performance of individuals and teams.	<ul style="list-style-type: none"> Conduct Performance review in accordance with the relevant policy and develop individual professional development goals and supervise staff in achieving those goals. Conduct regular supervision with staff and implement performance

	<p>and learning goals and strategies to ensure all staff are delivering service at the expected standard.</p> <ul style="list-style-type: none"> • Provision of induction, support, training mentoring and debriefing to Support Coordinators while identifying training gaps and performing on-the-job development of skills
Teamwork	<ul style="list-style-type: none"> • Proactively supports other team members. Attends and participate in relevant meetings • Contributes to the development of the team ensuring communication is positive and effective • Models high standards of teamwork, positivity and professionalism • Openly supports and respects diversity within the team • Works with team members to assist in planning and achievement of timelines, goals and outcomes

KEY RESULTS AREA – Other

Key Responsibilities	Key Duties
Maintain and monitor a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> • Ability to assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and the ability to implement risk mitigation strategies
Maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour.	<ul style="list-style-type: none"> • Workplace free from discrimination & harassment.
Training & Development	<ul style="list-style-type: none"> • Attends relevant training; • Demonstrates positive initiative and takes opportunities to increase skills; • Active participation in supervision meetings; • Feedback is accepted in an open and receptive manner.

ORGANISATIONAL RELATIONSHIPS

<u>Reports to:</u>	CEO
<u>Supervision:</u>	NDIS Support Coordinators Students
<u>Internal Liaisons:</u>	Administration & Finance staff Inclusion Design Lab Direct Support Community Support Inclusion Training
<u>External Liaisons:</u>	People supported by Inclusion Melbourne, their families and/or carers National Disability Insurance Agency Non-government organisations External service providers Specialist agencies and services Members of the public Contracted professionals

SKILLS, KNOWLEDGE, EXPERIENCE

The Team Leader - NDIS Support Coordination will have relevant tertiary qualifications and extensive disability sector experience. They will also have demonstrable knowledge of the disability service sector, management and leadership, information technology and excellent communication and personal skills.

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

ACCOUNTABILITY:

Accountable for the delivery of high-quality person-centred services to participants through the implementation of their NDIS plan and achievement of goals.

This will be achieved through: -

- Specialist mentoring and supervision of Support Coordinators.
- Achieving targets for service delivery and compliance
- Setting priorities and monitoring work flow
- Providing expert advice to employees classified at lower levels and volunteers
- Effective and efficient communications with all stakeholders
- Exercising judgement and initiative where policies and procedures are not clearly articulated
- Undertaking duties that require knowledge of procedures, guidelines and statutory requirements relevant to the organisation

EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING:

To achieve the duties and responsibilities of the position, the team leader is expected to: -

- Exercise a degree of autonomy within objectives and budget
- Undertake a variety of tasks of a specialised and/or detailed nature under general direction
- Exercise professional judgement
- Provide specialist technical advice
- Establish priorities and monitor work flow in areas of responsibility
- Use initiative to identify, or predict an issue may arise and assess resolution options using sound problem-solving skills
- Not commit the organisation to any obligations beyond the scope of the duties
- Alert management of any potential issue or crisis.

KEY SELECTION CRITERIA:

Essential:

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisation's strategic directions
- Mature and extensive knowledge of the workings of the NDIS, including knowledge of available participant services, NDIS systems and resources, and how these pertain to the role of Support Coordination.
- Exceptional Microsoft Office skills and substantial experience managing a client relationship database
- High level management skills, including experience in supervising and leading staff
- Ability to navigate bureaucratic systems, liaise with services, professional and peak bodies to obtain solutions and outcomes for participants and the organisation
- Proven ability to identify and remediate underperformance within teams and individuals
- An appropriate tertiary qualification or other formal qualifications with substantial work experience related to inclusive person-centred service design and delivery
- Proven teamwork skills and the ability to work both collaboratively and independently
- Exceptional interpersonal skills with colleagues and all stakeholders
- Sound written and oral communication skills, including the ability to communicate effectively with a range of stakeholders
- Compliance with Inclusion Melbourne's Vaccination policy
- Current Victorian Driver's License and access to vehicle

Desirable:

- Sound understanding of Occupational Health and Safety
- Commitment to further mature understanding and knowledge of person centred and inclusive practice
- Proven ability to teach, lead, mentor and motivate individuals and teams to achieve person centred and inclusive outcomes, including valued roles and friendships and relationships

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES) Visit Inclusion Melbourne's website, staff portal page for further information.

QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Melbourne adopts a continuous improvement approach in all services provided to external and internal customers, and in all policies, processes and procedures. All staff members are required to display commitment to, and to participate in continuous improvement by constantly seeking to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

PRIVACY, SECURITY & CONFIDENTIALITY

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support; employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate, complete and up-to-date.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.

How you will be measured in your role

All staff are subject to an annual performance appraisal and at other set times during the year. The performance appraisal will be completed in relation to your position description and the delivery of your KPIs (Key Performance Indicators). The responsibilities, duties and KPIs for your role are defined and listed in your position description. A performance appraisal form is to be completed in collaboration with your manager.

The performance appraisal process has four components: -

- **Part 1 – Key responsibilities & KPIs: to measure competence** in all Key Performance Indicators as required by the role (and identified in the position description)
- **Part 2 – Current agreed action plan:** to identify goals and opportunities for improvement that allow you to fulfil individual and organisational objectives
- **Part 3 – Training & development opportunities undertaken since last appraisal**
- **Part 4 – Development & training plan for next twelve months**
- **Part 5 – Employee's overall comments on the session**
- **Part 6 – Supervisor's overall comments on the session**