

Position Description

Private and Confidential

Coordinator Disability Services

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Coordinator – Disability Services
Location:	Bathurst
Job Type:	Permanent Full Time
Reports to:	Area Manager Community Participation
Direct reports:	Support Leaders, Support Workers

Service Description

The Disability Services Team provide Community based programs, respite services, accommodation, residential services and vocational programs under the NDIS and through state-based funding in line with the Disability Service Standards, Third Party Verification & ACIS standard requirements, the Disability Inclusion Act, relevant NDIA policies and procedures including the NDIS commission Quality and Safeguarding Framework and all LiveBetter policies and procedures.

Key Position Responsibilities

The Coordinator – Disability Services provides leadership and management to a support team that is enabled to promote the dignity of customers and support them to develop to their potential.

Core responsibilities for this position include:

- Daily management ensuring high level of quality, achievement of standards, legislative requirements, service provision, and staffing in their area of responsibility
- Supporting the achievement of quality accreditation through the development, dissemination and review of procedures and participation in internal and external audits
- Managing the development of individualised plans and programs, in consultation with Support Leaders and Support staff, that empower customers in developing skills associated with daily living and to increase their capacity to be a part of the community in reflection of customer goals as funded through the NDIS.
- Sourcing and developing therapeutic and appropriate intervention frameworks and practices
- Promoting a team environment that ensures the promotion of dignity, independence and acquisition of skills of customers.
- Providing culturally respectful and appropriate service delivery
- Ensuring complaints are managed where appropriate or directed to appropriate manager in accordance with organisational policy.
- Ensuring incidents are reported where appropriate or directed to the appropriate manager in accordance with organisational policy to safeguard the rights of the customers.
- Ensuring that service activities reflect LiveBetter’s objectives and priorities and are appropriate to the needs of the community
- Contributing to a work environment of cooperation and respect for all employees, free from bullying and harassment, being a positive, willing, contributing and adaptable member of the team always.
- Upholding, maintaining and adhering to LiveBetter standards in-line with the Code of Conduct and policies and procedures
- Coordinating and providing expert advice to a specialist team in a social welfare setting
- In consultation with the People & Culture team, manage and support staff across a range of HR related administrative, performance and supervision functions

- Reviewing and collating records and documentation to ensure monthly reporting requirements are met as per LiveBetter policy and procedure
- Develop direct reports' ability to complete and understand necessary documents and to use them as tools for improvements
- Maintaining confidentiality in relation to the affairs of LiveBetter, customers, agents, and personnel in accordance with privacy legislation and LiveBetter policies and procedures, during and beyond the period of employment
- Monitoring and managing the budget for which the position is responsible, ensuring expenditure is cost effective, recorded and modified as required
- Monitoring Service Agreements and Contracts including Requests for Service Provision (RSP) for Manager approval
- Adhering to all applicable finance policies and procedures and acting within the framework of budgeting considerations and constraints appropriate for position delegations
- Developing and maintaining positive working relationships with key external disability and other service providers, including professional networks to facilitate quality service delivery
- Participating in training and development as required and as identified through performance reviews
- Actively participating in regular supervision and performance planning and review sessions
- Ensure a safe environment for all LiveBetter staff, customers and visitors by complying with WHS legislation and the LiveBetter WHS Management System

Risk

Managers and Coordinators

Are risk owners and are required to create an environment where risk is accepted as a personal responsibility of all staff, volunteers and contractors

They should;

- Identify, record and periodically evaluate the risks in NetSuite
- Identify, record and assess the effective internal controls
- Develop treatment plan to treat high level risks in a timely manner in NetSuite
- Review risks regularly through Incident reports and create risk plans when required

Person Specification

Essential

- Certificate IV in Disability Work and/or Welfare, or equivalent and 2 year's relevant experience
- Ability to work independently as well as part of a team.
- Demonstrated ability to lead effectively in a team environment.
- Commitment to and understanding of person-centred approaches.
- Demonstrated ability to manage the development of individualised plans and programs that support customers in developing skills.
- Excellent verbal and written communication skills.
- Ability to work as part of a team providing 24/7 support.

Desirable

- Applicable Tertiary qualifications
- Experience in a Supported Accommodation, Community Access or Short-Term Accommodation setting

Other Mandatory requirements

- Obtain and pass a National Criminal History Check, NSW Working with Children Check and Pre-Employment Medical Assessment, including drug and alcohol screening.
- Current Australian Driver's Licence.
- Current First Aid Certificate including CPR certification.
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Ability to be flexible with work hours to meet reasonable demands of the position.
- Completion of NDIS Worker Orientation Module 'Quality, Safety and You'*

* The NDIS Worker Orientation Module 'Quality, Safety and You' is an interactive online course that explains the obligations of workers under the [NDIS Code of Conduct](#) – from the perspective of NDIS participants. All registered NDIS providers under the NDIS Commission require that this module be completed to undertake work within Disability Services. Completion of the module will take approximately 90 minutes and is free. You can save, exit and return to the module at any time. Once completed, you will receive a certificate of completion that is to be provided when applying for any Disability services related roles.

Training can be accessed here: <https://training.ndiscommission.gov.au/>

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			