

Position Description

Private and Confidential

Program Coordinator

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:	Program Coordinator (Disability Services)
Location:	Mackay
Job Type:	Permanent full time
Reports to:	Area Manager Disability
Direct reports:	Disability Coordinators and Support Workers

Service Description

LiveBetter is an innovative community service organisation with the Community Services team providing specialist consumer directed, multi-disciplinary aged, disability, mental health, respite and social supports to communities throughout regional and remote Queensland. LiveBetter operations encompass a variety of services including Disability Services delivered under NDIS within a re-enablement and recovery framework, supporting customer choice and control, independence and promote holistic care and support.

The Community Services Team also provide support and coordination services under the NDIS and through state-based funding in line with the Disability Services Act, Human Services Quality Standards, and all LiveBetter policies and procedures.

Key Position Responsibilities

The primary function of the Disability Program Coordinator is to work as part of the QLD Disability Team that deliver services to customers in the community and in their homes. The position will primarily plan and coordinate the service delivery and service development within disability, ensuring quality service delivery and growth of disability services, including SIL and Community Access programs.

In addition, the Disability Program Coordinator will also take a leadership role in business development opportunities within the region to grow LiveBetter services across disability and aged care. Providing backup support and coverage for the Aged Care Coordinator is a key component of this role.

Although Coordinators are structured along Program lines, it is intended that both Aged and Disability Coordinators work together to ensure an excellent customer experience and to ensure that all growth opportunities are actively pursued and discussed with the relevant Area Manager and Head of Services.

The role is responsible for establishing, implementing, and evaluating services in the nominated area, recruiting appropriate staff and ensuring the future viability of services within their geographical catchment area. The role also provides support to customers across all settings, ensuring high quality services, support and advice are delivered efficiently and effectively to safeguard the sustainability of the service, deliver quality outcomes to customers and Live Better's operations. Programs covered include Commonwealth Home Support Program, Home Care Packages, Veterans Home Care, NDIS and Mental Health programs.

The position operates in accordance with the requirements of relevant legislation and ensures that LiveBetter's values are used as the framework for direct consumer service provision. ***Core responsibilities for this position include:***

- Draw on specialist knowledge and expertise to deliver quality in new and existing service delivery under complex compliance requirements for:

- Consumer directed care (Home Care Packages)
- Commonwealth and Community Support Program (CHSP)
- NDIS Service
- Mental Health Services
- Vocational and Behavioural Support Services

- Supporting, coaching and coordination of team members to ensure provision of high quality, customer centred care.
- Identify, utilise and be fiscally responsible in delivering the maximum level of services to eligible customers
- Staff management including recruitment, orientation and training
- Ensuring program activities are functioning as per guidelines, budgets, program schedules and adjust accordingly if required, ensuring duty of care is maintained at all times and is in line with customers' NDIS and Care plans.
- Supporting the Area Manager in the coordination and management of the programs, including the effective allocation of resources to complement and enhance support services and the designing of customers activity programs.
- Coordination of all program requirements within guidelines, clinical governance and quality standards, and budget, including customer assessments, completion of required documentation, rostering, development of care plans, coordination of customer services and reporting.
- Supporting the Area Manager in the provision of service to customers and their families and in building effective relationships with stakeholders involved in the provision of health, mental health, peer support workforce and psychosocial services.
- Maintaining effective Program communication pathways to ensure quality service provision through regular staff meetings, peer case review and customer allocation, auditing and evaluation of caseload activity.
- Work collaboratively to ensure services are linked with other teams such as Allied Health, Activity Coordinators and work cohesively with specialist shared service departments.
- Promote a culture of excellence and positivity that attracts and retains staff and customers.
- Undertaking administrative functions as required, including reporting, the collection and verification of accurate and timely data to support customer invoicing, rostering and reporting.
- Provision of direct support to customers as required.
- Compliance with LiveBetter policies, procedures, relevant quality, safety, professional and healthcare standards and legislative requirements.
- Undertaking on call duties on a roster basis.

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 the risk management system.
- Identify, record and assess the effective internal controls.
- Develop treatment plan to treat high level risks in a timely manner.

Person Specification

- Demonstrated knowledge of regional health and community development along with understanding of the clinical and care needs of aged people, physical and mental health, people living with dementia and people living with a disability.
- Qualifications in Disabilities, Allied Health, Community Services, Health or Welfare and/or extensive experience and training in these sectors.
- Demonstrated ability to lead and manage a team including recruitment, staff supervision, training and providing support with performance management functions.
- Demonstrated ability to foster and maintain positive working relationships with customers, stakeholders and to relate to and work effectively with a diverse range of individuals and communities.

- Demonstrated ability to manage the development of individualised plans and programs that support consumer directed services within program guidelines, contractual reporting requirements and budget.
- Demonstrated sound level of level of skill utilising computerised technology including Microsoft products.
- Financial literacy along with the ability to monitor and implement budgets.
- High level organisation and time management skills, which includes the ability to reorganise work priorities to meet changing demands.
- High level written and verbal communication ability including influencing, advocacy, negotiation and conflict resolution.
- Experience in working with minority groups, including but not limited to:
 - Indigenous Australians;
 - People from a culturally and linguistically diverse backgrounds;
 - People with a disability;
 - People with mental health issues;
 - Individuals/communities who are vulnerable or at risk of social exclusion;
- 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/>

Desirable

- Current first aid certification including CPR.

Other requirements

- Pass a National Criminal History Check and pre-employment medical assessment (including drug and alcohol screening).
- Obtain a positive Disability Services Exemption Notice card (yellow card)
- Obtain a positive notice blue card
- 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 and needs of our customers.

Remuneration

This position is classified as Level 5 under the Social, Community, Home Care and Disability Services Industry Award. 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:			