

POSITION DESCRIPTION

Local Area Coordinator

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

LAC Services support people with disability, their families and carers at all stages of the NDIS participant pathway alongside implementing the Information, Linkages and Capacity Building (ILC) Policy Framework for those outside the NDIS.

Local Area Coordinators assist participants to be linked with, and navigate, the NDIS and gather information for the development of their NDIS plan. You will guide people in their options for putting their NDIS plan into action and build capacity to make informed choices and assist with plan reviews.

ROLE KEY ACCOUNTABILITIES

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting

- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.
- Model communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Complete mandatory training for the position as designated by Uniting and the NDIA and continue ongoing professional development. Keep up to date with Uniting and NDIA changes
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As the Local Area Coordinator, your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate alignment with the vision, values, strategic and business plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Deliver services in line with Uniting culture that promotes a person-centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a thorough understanding of the NDIS participant pathway, including a sound understanding of the ILC Policy Framework
- Support the Service Area Leadership Team to implement the Uniting and LAC Service strategic and operational plans within the Service Area
- Assist the Service Area Leadership Team to complete activities that will deliver ILC Outcomes across the Service Area
- Support NDIS participants through various stages of the pathway
- Support people with disabilities, their families and carers by provide linkage and referral to community and Mainstream Services and/or services funded by the NDIA's ILC Grant programs
- Manage confidential and sensitive information
- Undertake other duties as requested by the Service Area Leadership Team consistent with the general nature and responsibilities of the position.

Collaboration/Teamwork

- Be an active member of Uniting and the Service Area LAC team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Collaborate with your team and Service Area Leadership Team through a variety of mediums to brainstorm solutions and approaches in order to effectively meet the needs of people with a disability
- Demonstrate the ability to work well within a team that adapts quickly due to a changing environment

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including Code of Conduct and Safety policies and procedures, as well as relevant government legislation and standards
- Provide services that address customer and community needs and that are in alignment with Disability Standards and support quality and safeguarding frameworks including the LAC Quality Management Framework
- Address complaints and incidents promptly or escalate for resolution. Ensure all complaints, incidents and feedback accurately recorded in the appropriate Uniting and NDIS IT Business system
- Ensure adherence to reporting, documentation and business administration requirements within Uniting and NDIS IT Business system
- Achieve and maintain contractual KPI and compliance

Stakeholder Relationships

- Build trusting relationships and get to know people with disabilities in the context of their family, friends, culture and community and being based in and connected to the local community
- Maintain a professional relationship with the NDIA to successfully and innovatively deliver performance indicators as agreed upon by the NDIA and Uniting
- Work in a collaborative manner with community-based organisations to build and expand opportunities for greater social and economic participation for all people with disability
- Contribute to positive relationships with relevant stakeholders, building a network of people as required

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- In conjunction with people with disability, communities and the Service Area Leadership Team, implement effective strategies that are responsive to the people we support and provide opportunities for participation and feedback that informs delivery of initiatives.
- Actively share innovative solutions with your Service Area Leadership Team
- Incorporate lessons learnt, feedback and review into the continuous improvement of work practices

Communication

- Communicate in ways that reflect the Uniting commitment to strengths-based practice.
- Use effective communication, negotiation, relationship building and interpersonal skills to carry out service delivery activities within LAC Services
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Be confident and comfortable in collaborating with people from diverse backgrounds

ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Team Leader

To be successful in this role, you must fulfil the below **mandatory requirements**:

- Working with Children Check clearance
- National and State Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualifications are required for this role.

Selection Criteria:

- Excellent written and verbal communication skills
- Excellent customer service skills
- Be organised, systematic and have excellent time management skills to meet deadlines
- Great attention to detail
- Great team player
- Empathetic
- Self-starter and motivated

Even Better:

- A minimum of 12 months' work experience in the community services sector and/or lived experience of disability
- Qualifications in the community services sector e.g. disability, allied health, social work or community development

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	