

# Position Description

## NDIS Local Area Coordinator

### May 2024



Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

#### ROLE PURPOSE – NDIS Local Area Coordinator

Baptcare is an NDIS LAC Partner delivering NDIS Local Area Coordination Services in South Australia and Tasmania and an Early Childhood Intervention in Tasmania.

The NDIS Local Area Coordinator delivers Local Area Coordination services and works in collaboration with the National Disability Insurance Agency (NDIA) to implement the National Disability Insurance Scheme (NDIS). NDIS Local Area Coordinators work alongside and partner with people with disability, their families and carers, natural supports, local communities, and mainstream services to build individual and community capacity, providing Information, Linkage and Capacity Building support and deliver Local Area Coordination to participants, which includes developing NDIS plans and implementing actions as identified in their plan. The NDIS LAC works with communities to build awareness, capacity and improve opportunity for people with disability to participate as active citizens.

#### Position Specifications

Dimensions			
Division:	Disability Services	Reports to (title):	Service Area Manager
Industrial Instrument	Social, Community, Home Care and Disability Award	Classification/Grade:	Level 4 + 2%
Primary Location/Region (optional):	Tasmania or South Australia	Status:	Full Time, Part Time or Casual
Internal Stakeholders:	Works within the Local Area Coordination Team	External Stakeholders:	Works with individuals with disability and their families or carers, works collaboratively with the NDIA and works alongside disability service providers and providers of mainstream services
Managers/Supervisors Only			
Direct Reports:	N/A	Team Salary Budget:	\$ N/A

#### Position Outline

##### Key Responsibility Areas

- Engages in person led practices:
- Build individual and family capacity to clarify their goals, exercise choice and control and to participate in the community.
- Complete all planning pathway tasks with participants in a timely manner and in accordance with NDIA practices.
- Engage with service providers and support people with a disability to access their services.

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- Operate within Baptcare policies and procedures and quality framework.
- Makes an active commitment to the development and maintenance of a cohesive team both within Baptcare and the NDIA and participate in staff meetings, team meetings and staff development.
- Behaves in a way that contributes to a workplace that is free of discrimination, harassment, and bullying.
- Develop, measure and review participant outcomes within the Baptcare Outcomes Framework.
- Participate in meaningful community engagement and capacity building.
- Employ effective written and verbal communication skills including computer skills and competent use of IT and data systems.
- Utilise excellent organisational, time management and self-direction skills.
- Maintains and updates knowledge of and consistently work within relevant standards and legislation including but not limited to the Children, Youth and Families Act 2005 (Vic), Children, Young Persons and Their Families Act 2009 (Tas), Children and Young People (Safety) Act 2017 (SA), and Safety requirements.

#### Workplace Health & Safety

- Report WHS hazards, injuries and incidents (including near misses)
- Act responsibly to protect your safety and the safety of others
- Participate in and contribute to WHS improvement activities including inspections, audits and other view activities
- Ensure tools, equipment, PPE and clothing are in a safe condition before use and report/fix any defects as appropriate
- Actively participate in rehabilitation and return to work activities following any work-related injury
- Comply with responsibilities under the WHS Management System and any reasonable instructions, including during emergency situations
- Ensure any incidents you encounter are reported, supporting any investigations and supporting the implementation of preventative measures

#### Key Performance Indicators

- Assists NDIS participants to identify and reach their goals to live a good life.
- Maintains strong external relationships to achieve effective interaction with service providers and appropriate referral of participants.
- Provides information and support on NDIS to service providers, people with disability, their families, and the community.
- Provides regular progress reports as prescribed.
- Work in a manner which meets the requirements of the Outcomes Assurance Framework.
- Operates within a continuous improvement framework.
- Contributes to a positive team environment within Baptcare and the NDIA.
- Builds capacity amongst specialist, mainstream service providers and community groups or organisations.
- Commitment to the special needs of children and vulnerable people with a disability; from a culturally or linguistically diverse background; and/or from an Aboriginal or Torres Strait Islander background.
- Implement and work within workplace health and safety requirements.
- Commitment to the safety, well-being and best interests of children and young people, and to the duty of care in the prevention and identification of, and response to, child abuse.
- Follow confidentiality, privacy and conflict of interest policies and procedures.

#### Key Selection Criteria

##### Knowledge and Skills

- Organisation and planning - demonstrated comprehensive assessment and planning skills.
- Service delivery - demonstrated ability to support people with a disability to set and reach their goals using person led practices.
- Problem solving – demonstrated ability to work within complex environments and be positive when faced with challenging situations or conversations.

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- Continuous development - ability to accept constructive feedback from supervisors and stakeholders and apply continuous learning to keep abreast of developments in the industry.
- Collaboration – demonstrated ability to work within a team environment by sharing information, supporting colleagues, and respecting different skills.
- Adaptive behaviour - demonstrated understanding of appropriate behaviours when engaging with children and with vulnerable people.
- Technical Expertise.
- Experience and understanding of person led practices.
- Must have demonstrated proficiency in using various computer programs including Microsoft Office, Outlook, One Note and client record management systems.
- Comprehensive understanding of the Disability, Child, Youth and Family Services sector, including Child Protection, the requirements of the Disability Services Act 2011, and the Children, Young Persons and their Families Act 2009 (Tas), Children and Young People (Safety) Act 2017 (SA), and other key legislative reforms.
- Experience in working with children and with vulnerable people.
- Alignment and commitment to Baptcare’s Mission, Vision and Values

### Employee Profile

#### Qualifications & Experience

##### Essential:

- A relevant qualification in disability/community services or 2 years’ experience in working with people with a disability.

##### Desirable:

- A relevant tertiary qualification in disability or community services.

#### Background Checks, Licences and Accreditations

##### Essential

- Satisfactory National Crime Check, renewed every three (3) years
- Driver’s licence and own reliable vehicle
- Full and ongoing Right to Work in Australia
- NDIS Worker Screening Check
- Working With Vulnerable People/Children’s Check (Tas employees)
- Working With Children Check (SA employee)
- SA Child safe (SA employees)
- Advise of any perceived or actual NDIS related conflict of interest
- Satisfactory Pre-Employment Medical screening
- Appropriate private home office workspace that meets all WHS and ergonomic requirements

##### Desirable

- Covid-19 Vaccinations
- Flu Vaccine
- Living with disability, or lived experience of disability
- ATSI and or CALD background



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DECLARATION			
Understanding and Acceptance	I have read and understand the Position Description and I understand and accept the accountabilities and requirements.		
Employee	Name:	eSignature:	Date:
Baptcare Representative	Name:	eSignature:	Date:

PEOPLE, CULTURE AND SAFETY USE ONLY		
For Common Law, this role has been assessed by Remuneration, Benefits and Systems	eSignature: Name:	Date:
For roles covered by an industrial instrument (eg Vic EBA, SCHADS etc) this role has been assessed by the relevant P&C Manager	eSignature:  Name: Raphael Lee	Date: 24 May 2024   12:56 PM AEST
This Position Description has been signed and approved by People and Culture	eSignature:  Name: Kate Harrap	Date: 24 May 2024   3:22 PM AEST

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**Mission Vision**

Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Communities where every person is cherished.



**Values**

Our Mission & Vision are lived through our WE CARE Values.

*We care about...*

*Our Customers*

*Our Team*



**Wellbeing**

... you living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.

... strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.



**Ethics**

... being genuine with you, leading with integrity and fulfilling Baptcare's purpose in harmony with community expectations.

... being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.



**Co-creating**

... building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.

... building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.



**Accountability**

... fulfilling our commitments to you and accepting our responsibilities to continually improve.

... fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.



**Respect**

... understanding and embracing your individuality, standing up for your equality and protecting your dignity.

... treating one another as we like to be treated ourselves, by welcoming differences with an open mind and promoting equality and dignity.



**Effectiveness**

... being focused on achieving the best outcomes for you, with you.

... ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.



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