

Site Coordinator – Housing and Support
POSITION DESCRIPTION



Position Title:	Site Coordinator	Department:	Housing and Support
Reports to:	Operations Manager– Housing and Support	Direct Reports:	Yes
FTE: 1 (38 hours)	Permanent position	Position Number: 5032	
<p>Annecto’s origins trace back to over six decades ago when in the 1950s, a handful of young families met regularly to connect, learn and play together. They all lived in the cluster of suburbs separated from the city by the Maribyrnong River. As new parents, they were excited to raise their children in the community they called home. They realized, too, that this was not an easy path for their children with disabilities.</p> <p>At the time, it was common for people with physical, developmental or mental disabilities to live in state-run institutions. The families who gathered saw this situation – where children just like their own would stay on the fringes of society – and knew that there had to be a better option for their kids, and that they had the responsibility to find it. This perseverance shaped the origins of Annecto.</p> <p>Through the 1990s, that vision expanded to recognise that, in much the same way people with disabilities had been isolated from the mainstream in earlier decades, older people faced the same issue and were often placed in care homes. Fast forward to 2023, and Annecto has grown beyond anything the founding families could have imagined.</p> <p>Despite changes to government funding, emerging technologies, social shifts, and even a pandemic, Annecto is a leading provider of disability and aged care services across Victoria, New South Wales, Australian Capital Territory and Queensland with unbiased support of over 900 staff members. Just as in the early days of Annecto, community is at the heart of what we do. Find out more about us on www.Annecto.org.au</p>			
Position Summary:	<p>The role of the Site Coordinator exists to provide leadership, support and guidance to the support teams who have responsibility for the delivery of individualised support to people in receipt of funded disability accommodation support (Supported Independent Living).</p> <p>The Site Coordinator will support teams to ensure that a high quality service is provided to individuals in their home and community. The role will ensure that supports provided are consistent with legislative requirements, funding as per service agreements and organisational policies and procedures.</p> <p>The Site Coordinator will contribute to continuous improvement and quality of supports provided. The role is responsible for coordinating and maintaining the delivery of individualised quality support services within designated location(s). Key responsibilities include leading and engaging staff teams to provide high quality support to individuals that enable development of skills, meaningful participation and independence. The Site Coordinator may at times, be required to work alongside staff teams in the delivery of direct support services which may also include shift work.</p>		
Position Characteristics:	Scope:	This position reports to the Operations Managers, Housing and Support.	
	Significant internal/external relationships:	<ul style="list-style-type: none"> • People with disability, families and carers • Manager, Housing and Support 	

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		<ul style="list-style-type: none"> • Operations Manager, Housing and Support • Transition Coordinator, Housing & Support • Workforce Coordinator, Housing & Support • External/Internal Support Coordinators • Organisational Practice Consultant • Housing and Support Practice Leaders • NDIA • DFFH and other SDA Providers • Support Workers • External service providers • Specialist agencies and services • Wider Annecto staff
	Special Conditions:	Annecto is an equal opportunity employer committed to diversity and social inclusion. We welcome applications from mature aged people, and people from culturally and linguistically diverse backgrounds, including those from Aboriginal and/or Torres Strait Islanders, people with lived experience of disability and people who identify as LGBTQI.
	Delegations:	In accordance with Annecto Board/CEO delegations and quality assurance policies.
Key Responsibilities and Outcomes	1	Decision Making and Choice
		<ul style="list-style-type: none"> • Support people with a disability to identify opportunities to increase their independence and assist the person to develop the necessary skills and expertise to enhance their participation and independence. • Ensure supports delivered maximise opportunities for individuals to lead decision making and exercise meaningful choice. • Ensure support delivered is culturally appropriate and consistent with expressed needs and preferences of each individual. • Ensure supports delivered enable strengthening of independence and autonomy. • Rostering of support workers as required to meet clients' individualised requirements. • Ensure all communication is respectful of the preferences of each individual including communication via alternate means including but not limited to written and verbal communication.

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			<ul style="list-style-type: none"> • Be actively involved in the client planning meetings to ensure relevant goals are identified for each client based on their individual preferences. • Liaise with individual's families, external agencies and other stakeholders as required.
	2	Community Participation	<ul style="list-style-type: none"> • Supports provided focus on facilitating opportunities for the client to experience and participate as they choose in their community. • Support and assistance is provided to the level required to enable meaningful participation. • Ensure team commitment and application of person centred approaches, including Personal Centred Active Support.
	3	Independence	<ul style="list-style-type: none"> • Consider existing strengths and skills of individuals in the design of supports including commitment to provision of graded assistance which maximises opportunities for the individual to develop independence.
	4	Daily Living	<ul style="list-style-type: none"> • Ensure high quality individualised service delivery. • Provide support to undertake activities of daily living including supporting personal care activities. • Demonstrate and undertake practical tasks to support individuals to prepare meals, cook, clean, perform other daily routines and household tasks essential to sustaining independence. • Undertake ongoing review of the effectiveness of supports and provide detailed progress reports to Annecto management, DHHS or NDIA as required.
	5	Building Capacity	<ul style="list-style-type: none"> • Ensure individuals receive coaching, mentoring and support to develop and sustain skills that build capability to undertake self-directed planning. • Ensure individuals receive coaching, mentoring and support to develop and sustain skills that build capability to coordinate supports as independently as possible. • Ensure supports provided are least restrictive, • Engage in education, coaching and modelling behaviours to support community participation, self-direction and community living. • Demonstrate commitment to teamwork, and willingness to show initiative, flexibility and reliability.

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			<ul style="list-style-type: none"> • Demonstrate commitment to the achievement of the organisations strategic plan. • Contribute to identification and corrective action in relation to address staff and skill requirements, maximising efficiency and quality of service delivery. • Contribute to identifying service gaps and opportunities. • Demonstrate commitment to participatory and inclusive practice. • Participation in team projects which enhance the delivery of services. • Undertake other duties as requested within the scope of the position.
	6	Leadership	<ul style="list-style-type: none"> • Provide regular coaching, mentoring and supervision of direct reports. • Ensure the application of the Annecto Practice Framework, person centred approaches (including person centred Active support) and positive behaviour support are at the forefront of practice. • Ensure regular feedback to staff on practice improvement opportunities. • Lead the embedding of Person Centred Active support within respective team(s) including implementation of systems and processes to monitor the same. • Coordinate and ensure participation in Active Support Study with La Trobe University. • Represent Annecto as required at both internal and external meetings and engagements. • Lead respective team(s) in a manner that encourages continuous improvement and improved client outcomes. • Participate in recruitment and induction of new staff. • Ensure all mandatory and client specific training is completed on time and appropriately documented. • Participate in meetings with the client, their representatives, planners and other providers and follow up any outstanding actions in a timely manner. • Implement all required occupational health and safety requirements.

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			<ul style="list-style-type: none"> Proactively engage in professional development and staying up-to-date with constant regulatory changes and communication information through organisational meetings, supervision, etc.
	7	Documentation	<ul style="list-style-type: none"> Write accurate, clear documentation and case notes to ensure evaluation of individual outcomes and inform planning reviews. Actively participate and contribute to the planning processes for the individual. Regularly review client Specific Health Management Plans and coordinate timely review of the same. Implement and maintain systems for data, file management and administration. Assist and contribute to development of funding submission/grants where appropriate. Monitor relationships with brokerage arrangements to ensure compliance with Funding and Service Agreements and in accordance with the principles of person centred practice Ensure the effective development, implementation and review of behaviour support plans as relevant. Ensure that supports are delivered in line with the funding levels associated with each participant’s funding approval. Regularly review clients’ goals and measure individual progress and document outcomes. Ensure all documentation regarding the assessment, planning, service implementation and review for clients is in line with Annecto policies and procedures. Ensure mandatory reporting processes with relation to critical incident and restrictive practices.
Selection Criteria	Knowledge and Experience	Essential	<ul style="list-style-type: none"> Sound understanding of NDIS and Supported Independent Living (SIL) operational guidelines and obligations. Level 2 First Aid & CPR Certificate and Valid & Current Driver’s License Experience in leading and managing a team in similar community settings (preferably 2 years + experience) Demonstrated experience in completing individual plans and assessments Demonstrated commitment to the values, goals and objectives of Annecto – the people network.

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		<ul style="list-style-type: none"> • Sound knowledge in government funding expectations, invoicing, policies and current practice in the delivery of services to people who experience disability or ageing, their families and carers. • Experience in rostering a team of staff to meet the needs of the clients as required. • Experience in leading Supported Independent Living Programs and developing Rosters of Care for submission to NDIA. • Demonstrated capacity to exercise judgement, initiative, decisiveness, accountability and results orientation. • Excellent verbal and written communication skills and ability to adapt communication for audience and purpose. • Ability to give and receive feedback to enhance quality of supports provided. • Ability to prepare and implement professional workplace guidelines, procedures and systems. • Demonstrated ability to lead staff through a range of workplace change initiatives with particular emphasis on employee behavioural and workplace system changes. • Demonstrated ability to supervise, coach, motivate and support a team to achieve goals. • Mentoring approach to staff development within a culture of continuous quality improvement. • Strong computer literacy, including Microsoft Word processing, e-mail and accessing the NDIA portal. 												
	Qualifications	Relevant tertiary qualifications in Disability, Community services or similar discipline.												
	Values and Attributes	<table border="1"> <tr> <td data-bbox="658 770 1122 874">Community and inter-agency relations</td> <td data-bbox="1122 770 2074 874">Knowledge of community 1.2.4 Maintains detailed understanding of current community issues and knowledge of relevant organisations.</td> </tr> <tr> <td data-bbox="658 874 1122 978">Written communication</td> <td data-bbox="1122 874 2074 978">Written Communication 3.2.2 Writes accurate, clear and informative reports and communication that meet the needs of their intended audience.</td> </tr> <tr> <td data-bbox="658 978 1122 1082">Verbal communication</td> <td data-bbox="1122 978 2074 1082">Verbal Communication 3.2.3 Articulates clear and respectful messages and information to the people we support and colleagues.</td> </tr> <tr> <td data-bbox="658 1082 1122 1185">Leadership and Teamwork</td> <td data-bbox="1122 1082 2074 1185">Conflict management 4.2.4 Recognises differences of opinion and works towards a resolution of Team conflict.</td> </tr> <tr> <td data-bbox="658 1185 1122 1321">Service Delivery</td> <td data-bbox="1122 1185 2074 1321">Client confidentiality and dignity 6.2.5 Respects the confidentiality of the people we support. Knowledge of client/people we support issues 6.2.2 Builds knowledge of support issues and builds research.</td> </tr> <tr> <td data-bbox="658 1321 1122 1353">Governance and compliance</td> <td data-bbox="1122 1321 2074 1353">Health Safety Wellbeing</td> </tr> </table>	Community and inter-agency relations	Knowledge of community 1.2.4 Maintains detailed understanding of current community issues and knowledge of relevant organisations.	Written communication	Written Communication 3.2.2 Writes accurate, clear and informative reports and communication that meet the needs of their intended audience.	Verbal communication	Verbal Communication 3.2.3 Articulates clear and respectful messages and information to the people we support and colleagues.	Leadership and Teamwork	Conflict management 4.2.4 Recognises differences of opinion and works towards a resolution of Team conflict.	Service Delivery	Client confidentiality and dignity 6.2.5 Respects the confidentiality of the people we support. Knowledge of client/people we support issues 6.2.2 Builds knowledge of support issues and builds research.	Governance and compliance	Health Safety Wellbeing
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			9.2.4 Contributes to identification of health, safety and wellbeing risks and hazards and ensures safety in own work context.
		Change and responsiveness	Multi skilling 8.2.2 Works collaboratively with people from different disciplines and shares skills and knowledge.
Health, Safety & Wellbeing Requirements	<ul style="list-style-type: none"> • Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors • Comply with Annecto HSW policies and procedures to participate in the achievement of a safe working culture • Where appropriate, participate in workplace inspections, accident reporting and investigations, provide information, instruction and coaching • Demonstrated absence of a relevant criminal history. 		
Organisational Expectations	This position description should be read in conjunction with Annecto's Policies and Procedures, Employment contract, Organisation Chart and appropriate standards and regulations which are applicable to the operations of Annecto services.		
Acknowledgement of Incumbent	<p>I accept the position description documented above and understand that the position description will be reviewed or amended periodically due to changes in organisational requirements or responsibilities. Changes to the position description will be consistent with the purpose for which the position was established.</p> <p>Name: _____ Signature: _____</p> <p>Date: _____</p>		