



Position Description

Position Title	Disability Service Standards Lead (LAC)
Division	Disability Services
Department	Disability Operations
Reports To	Senior Manager, Service Standards

Organisation Purpose

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business, and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth, and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice, and research to advocate national, state, and local policy solutions for people experiencing disadvantage.

BSL is committed to child, young people, and vulnerable adult safety. We want all vulnerable people to be safe, happy, and empowered. We support and respect all children and vulnerable adults, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all our program participants. All successful candidates will undergo a robust screening process prior to employment. We provide our staff and volunteers with ongoing supervision, support, and training in their work with vulnerable people.

Department Purpose

The primary purpose of BSL Disability Services is to ensure that people with disability enjoy the same rights, choices, and opportunities as all Australians to participate socially and economically in society. We:

- Assist people to navigate the National disability insurance scheme, participate in community and access supports is required to achieve their goals
- Recommended policy and practice reforms to achieve the outcomes of the Australian Disability Strategy
- Provide disability services that innovate and lead to better support and achievement of the Australian disability strategy for all people with disability

The NDIS services department operates alongside BSL's broader disability services team and informs the work and focus of our disability advocacy and work.

The NDIS Department comprises of local area coordination (LAC) and early childhood (EC) services. The Brotherhood of St Laurence is a partner in the community delivering LAC and EC services in five areas across metropolitan Melbourne including Northeast Melbourne, Bayside Peninsula, Hume Merri Bek, Brimbank Melton and Western Melbourne.

The NDIS team supports children and adults who have a developmental delay or disability and their families/carers to access and participate in community and mainstream services, employment, social and educational opportunities.

Position Purpose

The Disability Service Standards Lead (LAC) is responsible for the development of a service model that considers available evidence, service frameworks/approaches, current practice, and the voice of people with lived experience.

Reporting to the Senior Manager Service Standards, this position is responsible for developing a service model that is practical, has defined quality indicators and can easily be implemented for people with disability to ensure a quality service experience with measurable impact.

Key Responsibilities

- Develop a set of service standards, in line with BSL and NDIA requirements, that can be applied and implemented within BSL Disability Service Delivery Teams.
- Identify and develop a set of quality indicators that help guide best practice service delivery.
- Provide resources to ensure that activities are carried out effectively and in accordance with service standards, guidelines, contractual and legislative requirements.
- Ensure service standards are continually reviewed and in conjunction with the workforce development team, can be effectively implemented across disability services.

- Ensure continual review of service standards in accordance with relevant guidelines, emerging evidence, and contractual obligations.
- Promote service standards and continuous improvement activities.
- Alongside with the Continuous improvement Lead the development of internal and external quality audits.
- Adhere to all policies and procedures and follow relevant Commonwealth and State/Territory legislation in carrying out duties.
- Promptly rectify any issues or errors identified as part of compliance checks.
- Develop strong collegial relationships with the Disability services Operations Teams, Leadership teams and NDIA partner performance and quality teams.
- Consult and liaise with other BSL Disability Services teams in relation development of service standards.

Other

- Work collaboratively within teams to achieve common goals.
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities.
- In collaboration with manager, set goals and objectives to ensure outcomes are met.
- Model BSL's values and adhere to the Code of Conduct in everyday work practices.
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require direct/indirect contact with children and/or vulnerable individuals.
- Other duties as required.

Key Selection Criteria

Career Experience:

- Relevant knowledge and experience in quality, standards and or continuous improvement.
- Demonstrated high level writing skills including previous experience writing policy, procedural, standards or other similar documents.

- Demonstrated understanding of the National Disability Insurance Scheme (NDIS), NDIS Quality and Safeguarding Commission framework and quality standards.
- Demonstrated ability to identify and implement continual service improvements.
- Ability to work independently, collaboratively in a team environment and effectively network with a range of stakeholders including with people from diverse background.
- Be self-motivated and have a flexible approach to work with the ability to identify and resolve problems and make appropriate recommendations.
- Highly developed time management and organisational skills including the ability to multi-task, prioritise workload and meet deadlines.
- Highly developed interpersonal and communication skills with the demonstrated ability to influence and build effective relationships across all levels, both internally, externally and with people from diverse backgrounds.
- Prior experience working for the National Disability Insurance Agency (NDIA) or a contracted NDIA Partner in the community.
- Industry experience working either with children, families, or disability.
- Lived experience and insight of people with disability.
- A background in and/or experience working with CALD or Aboriginal and Torres Strait Islander communities.
- A commitment to and/or experience in delivering services using strengths based and person-centred principles.
- Experience of working in service systems that inform and empower service users.

Personal Qualities:

- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence.

Qualifications/Other:

- Relevant tertiary qualifications and/or experience in human services, quality and standards, project management or other relevant fields.
- High level of proficiency in the use of standard application software such as the Microsoft Office suite and Learning Management System.

Mandatory Employment Criteria

- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required. BSL will facilitate this process.
- A Working with Children Check is required for this position. BSL will facilitate this process.
- A NDIS Worker Screening check is required. BSL will support successful candidates in this process.
- NDIA related checks shall be undertaken, including NDIS Banning Orders Register checks.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.