



POSITION DESCRIPTION

POSITION TITLE	Intake and Linkages Coordinator ECEI
DIVISION	NDIS Services
DEPARTMENT	Early Childhood Early Intervention
REPORTS TO	Area Manager, Early Childhood Early Intervention

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Economic security for all
- Wellbeing, social inclusion, empowerment and dignity for all
- Inclusive services and communities
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DEPARTMENT PURPOSE

The NDIS Services division comprises of Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) services. The Brotherhood of St Laurence is a partner in the community delivering LAC and ECEI services in five regions across metropolitan Melbourne including North East Melbourne, Bayside Peninsula, Hume Moreland, Brimbank Melton and Western Melbourne.

The ECEI approach supports children aged 0-6 years who have a developmental delay or disability, and their families/carers. The ECEI approach supports families to help children develop skills they need to take part in daily activities and achieve the best possible outcome throughout their life.

Local Area Coordination (LAC) is a pivotal function in the National Disability Insurance Scheme (NDIS). LAC provides planning and coordination to support people with disability in exercising choice and control over the services they use. LAC promotes community inclusion and supports the development of mainstream services that are accessible to people with disability.

POSITION PURPOSE

This position is responsible for the delivery of the NDIS ECEI approach in the BSL ECEI partner regions. The role will be placed within a team focussing on the needs of children and families, to support children with disability and developmental delay, and their families to identify and access supports required (community, mainstream and funded) to maximise potential and participation in community. This position will form part of a specialist early intervention team delivering office, phone, group and community based family centred information and support services in line with the NDIS ECEI approach.

KEY RESPONSIBILITIES

Community Engagement and Capacity Building

- Provide information and short-term support to families that reflects their needs and links them into appropriate universal and specialist services to meet their child's developmental needs
- Develop effective strategies to implement and maintain relationships with internal and external stakeholders
- Build capacity of community and stakeholders to enable others, while managing realistic expectations
- Maintain a data base of community and specialist supports in the region
- Actively advocate for a community that is diverse, inclusive and accessible. Providing stakeholders with information and education about the role of ECEI and access pathways.

Child and Family Support

- Screen applications to identify priorities in line with NDIA Prioritisation Framework
- Gather additional information required to support applications where risk or complexity is identified
- Provide support for families who are facing barriers in utilizing their child's NDIS plan due to complexity of circumstance (in conjunction with ECEI coordinators)
- Determine pathway of service for individual children, and where necessary, consult with Senior Managers on considerations for prioritisation, and service pathways
- Arrange appointments as required
- Assist children with disability or developmental delay and their family with access, pre-planning and implementation activities including identifying current and potential family, community and mainstream supports.

Administrative Duties and Continuous Quality Improvement

- Develop and deliver specified practices and processes to enable service level monitoring, evaluation and reporting against key performance indicators (KPIs) and to ensure required outcomes and performance measures are met
- Support the delivery of a high quality ECEI service in accordance with the contract, program guidelines, BSL and NDIS policies and procedures ECEI best practice principles and relevant legislative obligations
- Contribute to building a cohesive team and provide constructive feedback regarding intake and ECEI process
- Identify and develop tools and resources that will support meaningful and deeper connections to people with a disability and local support groups, including materials relevant to CALD and Indigenous communities
- Accurately complete reporting requirements as determined by the NDIS
- Timely and accurate data entry as defined in BSL practice guide
- Provide project and other administrative support as requested
- Implement changes demonstrating a proactive and constructive approach
- Other duties as required

SCOPE of RESPONSIBILITY

Direct Reports: N/A

Indirect Reports Intake Officers

TO BE SUCCESSFUL YOU MUST HAVE

Essential

- Relevant qualifications in Early childhood education, Allied health, Social work or similar
- Values in line with the ECEI Best practice principles
- Well-developed interpersonal and communication skills which have been shown to build effective and supportive relationships and liaise across all levels both internally, externally and with people with disability and from diverse backgrounds
- Demonstrated experience in customer facing environments that support or provide service to the community
- Proven strong community development knowledge and experience with the ability to build and maintain effective community partnerships
- Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook
- Proven ability to work in a highly flexible, dynamic and changing environment
- Well-developed organizational, time management skills and the ability to prioritise and manage workload effectively and meet deadlines
- Ability to work autonomously and effectively as part of a team to achieve outcomes
- Ability to effectively use, identify and suggest improvements for the use of technology in the workplace
- Understanding of and empathy with the values of the Brotherhood and the NDIS.

Desirable

- Lived experience or awareness of the impact of existing or acquired disability upon individuals, carers and community
- Networks within CALD or Aboriginal and Torres Strait Islander communities
- Demonstrated understanding of the National Disability Insurance Scheme, the ECEI approach and early childhood best practice principles.

MANDATORY EMPLOYMENT CRITERIA

- specific work requirements include
 - occasional weekend work evening shifts, public holidays, after hours on call,
 - occasional work based travel
 - attendance at a variety of different work locations
- proof of eligibility to work in Australia is required
- a satisfactory Police Check is required. The Brotherhood will facilitate this process
- a Working with Children Check is required for this position. The Brotherhood will facilitate this process
- A Disability Worker Exclusion Scheme Check is required for this position. The Brotherhood will facilitate this process