



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Office Coordinator
<b>DIVISION</b>	Disability Services (NDIS)
<b>DEPARTMENT</b>	Local Area Coordination
<b>REPORTS TO</b>	Senior Manager, Local Area Coordination

### ORGANISATIONAL 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.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

### DEPARTMENT PURPOSE

The Disability Services division 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.

### EARLY CHILDHOOD

The Early Childhood team supports children who have a developmental delay or disability and their families/carers. The Early Childhood approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life. Our Early Childhood team consists of experienced early intervention specialists who are responsible for delivering the range of Early Childhood functions including

assessment, and interventions in line with National Disability Insurance Agency (NDIA) guidelines and Reimagine Australia for best practice.

## **LOCAL AREA COORDINATION**

Local Area Coordination (LAC) is a pivotal function in the National Disability Insurance Scheme (NDIS). LAC provides 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**

The Office Coordinator (OC) is responsible for providing professional and efficient administration support and customer services. This is through ensuring quality and reliable systems and procedures are developed in order to support team members based at the office. This position will act as the first point of contact for callers and visitors to the office, providing a positive, professional, and welcoming environment.

The Office Coordinator will work closely with Senior Managers to ensure the office is operating effectively through efficient coordination of administration, business operations and the day-to-day maintenance of a safe, efficient, and well-functioning work environment.

## **KEY RESPONSIBILITIES**

### **Service Delivery and Key Performance Indicators (KPIs):**

- Support the delivery of high-quality NDIS services in accordance with BSL's contractual agreements.
- Be the first point of contact for the site in relation to building maintenance and facilities, ICT, room bookings, event management, OHS, emergency procedures and managing shared spaces and equipment.
- Be the front of house point of contact for participants, formal and informal supports, as well as non-NDIS participants. This can also be via phone, webchat, email, or mail in addition to face-to-face interactions.
- Identify and resolve any initial issues such as accessing and confirming supporting documentations. Verify participant information and ensure accuracy of content.
- Ensure all participant interactions are customer centred, including in relation to their preferred appointment day, time, and location.
- Outline the role of EC / LAC and where required, prepare the participant for their meeting through information provision.

### **Community Engagement, Capacity Building and Implementation Services:**

- Assist people with disability and their carers to document their circumstances and personal objectives.
- Provide information to families that reflects their needs and links them into appropriate Universal and Specialist Services where possible.

- Provide advice, information, and support for people with disability to exercise choice and control over the services they use. Ensure that the capabilities of each person are utilised to the maximum extent possible in determining and implementing their own plans.
- Build capacity and enable participants and families while managing realistic expectations.
- Provide advice and information about mainstream services that will help each person to achieve personal objectives.
- Use defined processes to assist individuals to determine eligibility for the Scheme.

#### **Continuous Quality Improvement:**

- Develop and maintain current knowledge of the Early Childhood (EC) and Local Area Coordination (LAC) program, operational policies and all aspects of the work performed within the department.
- Monitor client and stakeholder engagement and satisfaction and provide feedback to Managers where necessary.
- Maintain records on the assessment of accessibility, attitude, and availability of mainstream services to inclusion requests.
- Work closely with EC and LAC team members to identify opportunities for quality improvement, service development and implement appropriate action.

#### **Compliance and Risk Management:**

- Follow 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.
- Ensure NDIS, contractual and organisational requirements are met, and ensure that performance is tracked and reported accordingly.

#### **Stakeholder Relationships:**

- Develop and maintain effective relationships with the EC and LAC teams across regions.
- Liaise with the NDIA, service providers and carers to book meetings.
- Constructively engage with a diverse range of stakeholders. Develop relationships across the community, businesses, and the disability sector.
- Inform mainstream and/or community services on the value and importance of accessibility. Support these services to take practical steps to being more inclusive.
- Build relationships with individuals and organisations that will aid in building community capacity in support of the service.
- Advocate for a positive approach to disability in broader community so that people with disability and their families/carers feel empowered and valued.

**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.

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.

**KEY SELECTION CRITERIA****Career Experience:**

- Proven experience in an intake or data entry role.
- Demonstrated experience in community development.
- Demonstrated ability and commitment to helping people attain their goals.
- Proven experience working in a team environment that require for staff to pivot from one task to another flexibly and within short notice.
- Demonstrated experience in providing professional and friendly customer service to the community in customer facing environments.
- Demonstrated ability to identify and implement continual service improvements.
- Proven ability to work autonomously and effectively as part of a team.
- Demonstrated 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.
- Demonstrated knowledge and competency in Microsoft Officer Programs including Word, Excel, Teams, and Outlook, with the ability to effectively use a range of office, admin, and customer support technologies.

**Personal Qualities:**

- Highly developed interpersonal and communication skills with the demonstrated ability to liaise and build collaborative relationships across all levels, both internally, externally and with people from diverse backgrounds.
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety. You will be required to abide by the Child & Adult Safeguarding Policy and the Code of Conduct as well as all related child safe policies and procedures
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence.

**Qualifications/Other:**

- Relevant qualifications and/or experience in the disability sector, or awareness of the impact of existing or acquired disability upon individuals, families/carers, and the community.
- Takes ownership and responsibility for decisions.
- Proven ability to effectively use and suggest improvements for the use of technology in the workplace.
- Highly developed administrative and professional writing skills.
- Experience with highly accountable processes that are subject to external review.

**Desirable:**

- Demonstrated understanding of the National Disability Insurance Scheme (NDIS).
- Demonstrated understanding of disability and the care and community sector.
- 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.
- Prior experience working in a virtual team's environment.

**MANDATORY EMPLOYMENT CRITERIA**

- Specific work requirements include weekend work, evening shifts, public holidays, work-based travel, after hours on call, attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required - BSL will support successful candidates in this process.

- A Working with Children Check is required - BSL will support successful candidates in this process.
- A NDIS Worker Screening check is required – BSL will support successful candidates in this process.
- NDIA related check shall be undertaken, including NDIS Banning Orders Register checks.

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.