

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

## Position Details:

Position Title:	Local Area Coordinator
Division:	Community Services
Reports to:	Program Manager or Area Manager
Position Purpose:	<p>The National Disability Insurance Agency (NDIA) has been established by the Australian Government to Launch the National Disability Insurance Scheme (NDIS). The Agency is working with the Commonwealth and State and Territory governments to ensure improved support for people, their families and carers, and to deliver the first stages of the NDIS.</p> <p>Local Area Coordinators (LAC) assist people with disabilities, their families and carers to build and pursue their goals for a good life, exercise choice and control and engage with the Scheme.</p> <p>LAC services will ensure that people with disability can be supported outside the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability.</p> <p>Local Area Coordinators provide support to people with disability. Local Area Coordinators will work with participants and their families to build capacity, to exercise choice and control. They will support participants to achieve their goals by building new community networks and accessing support and services in their community.</p> <p>Local Area Coordinators will need to partner with the person with the disability, their families and other supports to implement actions as identified in their plan. The position requires comprehensive assessment, planning and interpersonal skills and experience.</p>

The LAC will also work with local organisations and communities to build awareness and improve opportunities for people with disability to access and actively participate in community activities and to promote opportunities for people with disability.

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	Participation Support
Key tasks	Position holder is successful when
<p>To provide support to people with disability by:</p> <ul style="list-style-type: none"> <li>• Providing information to members of the community and in particular people with disability; about the NDIS, mainstream and community supports to improve participation and inclusion</li> <li>• Engaging in person centred planning, support and life skills development with people with disability, according to their goals and immediate needs</li> <li>• Build individual and family capacity to clarify their goals, exercise choice and control and to participate in their community</li> <li>• Assist the individual or nominated contact with plan implementation, and in accessing support in the area relevant to goals and the agreed plan</li> <li>• Provide information and advice where individuals are seeking to establish self-managed support arrangements</li> <li>• Assist participants, families and carers in their understanding of the NDIS</li> <li>• Assisting in the review of goals and a working agreement with people with disability and/or their carer/family through targeted assessment</li> <li>• Referring people with disability to other community and mainstream service supports as needed/ required</li> </ul>	<ul style="list-style-type: none"> <li>• They demonstrate that they are consistently approachable, positive, passionate, open, friendly and respectful</li> <li>• Participant goals are in place and working, and information is provided</li> <li>• Records are kept up to date and reports are complete within the required timeline</li> <li>• Referrals are made and all required information for plan development is submitted within the required timeline</li> <li>• NDIS participants and their families/carers understand the NDIS and how it applies to their case</li> <li>• Participants and families are supported to identify appropriate supports to achieve participant goals</li> <li>• Participants and their families have increased understanding of how to seek support from Local Area Co- coordinators when needed</li> <li>• Legislation and current NDIS requirements are complied with</li> <li>• Participants and their families/ carers have increased knowledge of community, mainstream and government services/ supports that they are able to access to help achieve their goals</li> <li>• Participants and their families/ carers are supported to understand their plan and how to utilise the funds attached to their plans</li> </ul>

On-going person centred planning as a result of the targeted assessment prior to the referral to services	<ul style="list-style-type: none"> <li>Participants are provided support to increase their capacity and capabilities to self- manage their plans where appropriate/ desired by the participant</li> </ul>
<b>Key Result Area 2</b>	<b>Relationship Management and Team Membership</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Provide information and capacity building to members of the community and organisations about the NDIS, mainstream services and community supports to improve participation and inclusion</li> <li>To the extent required by a participant, build capacity to maintain effective networks with individuals, families/carers and their communities to improve natural and community supports</li> <li>Contribute to building inclusive communities through partnership and collaboration with individuals and families/carers, local organisations, and the broader community</li> <li>Make an active commitment to the development and maintenance of a cohesive multidisciplinary team and participate in staff meetings, team meetings and staff development as an employee of Mission Australia and in partnership with the NDIA</li> <li>Developing and maintaining positive working relationships with NDIA, specialist disability service providers, other agencies and government departments and the community</li> <li>Develop strong rapport with participants over the phone and face to face in order to develop trust and allow for the provision of assistance</li> <li>Develop strong relationships with key external stakeholders including other service providers, community service</li> </ul>	<ul style="list-style-type: none"> <li>Able to demonstrate activities undertaken that have improved NDIS participation and inclusion</li> <li>Effective rapport is built with clients resulting in willingness to accept assistance and intervention</li> <li>Strong external and internal relationships are formed and maintained, resulting in effective interaction with service, key stakeholders, and appropriate referral of clients</li> <li>Attendance at supervision, team meetings and performance review discussions</li> <li>Demonstrate active listening and collaboratively create innovative solutions</li> <li>Confidentiality is respected and trust is built with all key stakeholders</li> <li>Strong working relationships are developed with participants and their families/ carers</li> <li>Strong partnership is maintained with the NDIA</li> </ul>

<p>workers, government agencies etc. to assist in developing referral networks with both universal and specialist disability providers</p> <ul style="list-style-type: none"> <li>• Participation in regular supervision</li> <li>• Participation in Mission Australia's annual performance review cycle</li> <li>• Participate in action research, evaluation and on-going development of the service model</li> </ul>	
<b>Key Result Area 3</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Complete information gathering activities and submit all required NDIS records/ reports/ case notes within the required timeframes</li> <li>• Report on work done by maintaining appropriate NDIS case records and statistics, and writing relevant reports within the required time</li> <li>• Maintain up to date participant records in line with Mission Australia and NDIA protocols</li> <li>• Ensure that all required internal and external records are completed and recorded</li> <li>• Undertake a range of duties to support the development of client referrals, interaction with other service providers, appointment setting and advocacy internally and externally</li> <li>• Complete a range of internal and external reports relating to participant work as required</li> <li>• Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans, case studies etc.</li> </ul>	<ul style="list-style-type: none"> <li>• All records/ reports/ case notes/ paperwork is accurately completed within the required timeframes</li> <li>• Accurate participant records are maintained in a timely manner and kept up to date to the required standard and specifically in relation to progress and outcomes</li> <li>• Reports are accurately completed within required timeframes</li> <li>• Feedback is provided to the NDIS about the on-the-ground effect of the NDIS</li> <li>• NDIS participants and their families/carers understand the NDIS and how it applies to their case</li> <li>• Legislation and current NDIS requirements are complied with</li> </ul>

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| <ul style="list-style-type: none"><li>• Ensure all car log books are filled out accurately</li></ul> |  |
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## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

#### Competencies

- Client Support
- Relationship Management
- Community Development
- Values Alignment
- Organisational Awareness

#### Qualifications

- Relevant qualifications in allied health, disability, community services or equivalent
- Experience in the delivery of human services, allied health, disability, and /or relevant fields
- Experience in conducting assessments, case management and counselling skills are desirable
- Current and valid Driver's Licence
- Current First Aid Certificate
- Current Working with Vulnerable People

- Deemed suitable for employment following a National Police Check

**Attributes**

- Commitment to achieving positive outcomes for NDIS participants and the Scheme
- Positive, contemporary attitudes to people with disability
- Outstanding ability to work with people with disabilities and /or their carer/family to set and reach their goals using a strength based approach
- Track record in community development and active strong local networks
- Judgement and decision making ability in relation to accountability of funds and interactions with individuals and communities
- High level, adaptable written and verbal communication skills and the ability to write accurate, thorough and comprehensive reports
- LAC's will have the ability to work independently and be mobile within the community
- Skills in actively engaging with people who are reluctant to use support services
- High level skills in relationship building and ability to network and develop effective working relationships
- Excellent organisational, time management skills, and the ability to be self-directed
- Ability to work within complex environments and be outcome focused
- Ability to accept constructive feedback from supervisors and stakeholders
- Demonstrate focus on quality improvements and ability to respond and adhere to Workplace Health and Safety requirements
- Ability to work within a multi-disciplinary team environment by sharing information, supporting colleagues and respecting different skills
- Computer literacy in using a range of Office computer packages

**Experience**

- Understanding of the Disability, Child, Youth and Family Services sector, including the requirements of the NDIS Bill 2013, the Disability Services Act 2012, the Children and Young Persons and the Families Act 1988, the Privacy Act 1988 and other key legislative reforms
- Experience in implementing person centred plans for people with disability is desirable
- Demonstrated ability to conduct comprehensive safety and wellbeing assessments and assist people to set goals for change
- Demonstrated ability to motivate others and act as a change agent through strengths based, person centred practice
- Understand and appreciation of cultural diversity within the community

**Key challenges of the role**

- The ability to work positively with people with disability and /or their carer/family who are facing challenging and multiple barriers
- To ensure rapid client referral to appropriate assistance so that their disability needs are met.

### Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☐

Drivers Licence ☒

Other (prescribe) ☐

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### Approval

Georgina Snowball

21/12/2017