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| **Mission Australia** |
| About us: | Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.We’ve learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support. Together, we stand with Australians in need until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | End homelessness and ensure people and communities in need can thrive. |
| **Position Details:**  |
| Position Title: | **Local Area Coordinator** |
| Division: | Community Services |
| Classification: | Community Services Employee  |
| Level: | Level 4  |
| Program:  | NDIS Partners in the Community |
| Reports to: | Program Manager |
| Position Purpose: | 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, State and Territory governments to ensure improved support for people, their families and carers, and to deliver the first stages of the NDIS. 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. 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.Local Area Coordinators provide support to people with a disability and 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. Local Area Coordinators will partner with the person with disability, their families and other supports to implement actions as identified in their plan. The position requires a skill set which includes comprehensive assessment, planning and interpersonal skills and experience. The LAC works 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. |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Participant Support** |
| **Key tasks** | **Position holder is successful when** |
| To provide support to people with disability:* Facilitate community engagement activities to increase community awareness of the NDIS and promote community inclusion of people with disabilities;
* Provide information to members of the community and in particular people with disability; about the NDIS, mainstream and community supports to improve participation and inclusion;
* Engage in person centred planning, support and life skills development with people with disability, according to their goals and immediate needs;
* Build individual and family capacity to clarify their goals, exercise choice and control and to participate in their community;
* Assist the individual or nominated contact with plan implementation, and in accessing support relevant to goals and agreed plan;
* Provide information and advice where individuals are seeking to establish self-managed support arrangements;
* Assist participants, families and carers in their understanding of the NDIS;
* Assist in the review of goals and a working agreement with people with disability and/or their carer/family through targeted assessment;
* Refer people with disability to other community/mainstream service supports as required;
* On-going person centred planning as a result of the targeted assessment prior to the referral to services.
 | * Consistently demonstrates approachable, positive, passionate, friendly and respectful behaviour;
* Participant goals are in place, and information and support is provided to achieve these;
* Records are up to date and reports are complete within the required timeline;
* Referrals are made and all required information for plan development is submitted within the required timeline;
* NDIS participants and their families/carers understand the NDIS and how it applies to their case;
* Participants and families are supported to identify appropriate supports to achieve participant goals;
* Participants and their families have increased understanding of how to seek support from LAC's when needed;
* Legislation and current NDIS requirements are complied with;
* 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;
* Participants and their families/ carers are supported to understand their plan and how to utilise the funds attached to their plans;
* Participants are supported to increase their capacity and capabilities to self- manage their plans where appropriate/ desired by the participant.
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| **Key Result Area 2** | **Relationship Management and Team Membership** |
| **Key tasks** | **Position holder is successful when** |
| * 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;
* To the extent required by a participant, build capacity to maintain effective networks with individuals, families/carers and communities to improve natural and community supports;
* Contribute to building inclusive communities through partnership and collaboration with individuals and families/carers, local organisations, and the broader community;
* 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;
* Develop and maintain positive working relationships with NDIA, specialist disability service providers, other agencies and government departments and the community;
* Develop strong rapport with participants over the phone and face to face in order to develop trust and allow for the provision of assistance;
* Develop strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in developing referral networks with both universal and specialist disability providers;
* Participation in regular supervision;
* Participation in Mission Australia's annual performance review cycle;
* Participate in action research, evaluation and on-going development of the service model.
 | * Able to demonstrate that activities undertaken have increased people with disability participation and inclusion in their community;
* Able to demonstrate activities undertaken have increased community awareness of people with disability and increased inclusions of people with disability within the community;
* Effective rapport is built with clients resulting in willingness to accept assistance and intervention;
* Strong external and internal relationships are formed and maintained, resulting in effective interaction with service, key stakeholders, and appropriate referral of clients;
* Participation at supervision, team meetings and performance review discussions;
* Demonstrate active listening and collaboratively create innovative solutions;
* Confidentiality is respected and trust is built with all key stakeholders;
* Strong working relationships are developed with participants and their families/ carers;
* Strong partnership is maintained with the NDIA.
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| **Key Result Area 3** | **Administration** |
| **Key tasks** | **Position holder is successful when** |
| * Complete information gathering activities and submit all required NDIS records/ reports/ case notes within the required timeframes;
* Report on work done by maintaining appropriate NDIS case records and statistics, and writing relevant reports within the required time;
* Maintain up to date participant records in line with Mission Australia and NDIA protocols;
* Ensure that all required internal and external records are completed and recorded;
* Undertake a range of duties to support the development of client referrals, interaction with other service providers, appointment setting and advocacy internally and externally;
* Complete a range of internal and external reports relating to participant work as required;
* Complete a range of administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans, case studies etc;
* Ensure vehicle log books are accurately completed.
 | * All records/reports/case notes/ documentation are accurately completed within the required timeframes;
* 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;
* All reports are accurately completed within required timeframes;
* Feedback is provided to the NDIS about the on-the-ground effect of the NDIS;
* NDIS participants and their families/carers understand the NDIS and how it applies to their case;
* Compliance with all legislation and NDIS requirements.
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| ***Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*****U 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 (e.g. 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.
* Contribute to an organisational culture that promotes Mission Australia’s [commitment to the safety and wellbeing of all children and young people](https://www.missionaustralia.com.au/what-we-do/children-youth-families-and-communities/keeping-children-and-young-people-safe).
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| The Local Area Coordinator will have demonstrated experience of delivering holistic participant support gained in the disability sector.Qualifications* Relevant degree with at least 1 years' experience or Associate Diploma with relevant experience or less formal qualification with substantial years of relevant experience.
* Current and valid C class Driver's Licence
* Current Working with Vulnerable People Check/Working With Children Check
* National Police Clearance

Skills & Experience* Outstanding ability to work with people with disabilities, their carers and families to set and achieve their goals using a strengths-based approach
* Commitment to person centred practice in undertaking work and willingness to participate in ongoing learning and development in adopting the approach
* Agile and flexible, with the ability to respond to changing priorities, processes and practices
* Demonstrated ability to carry out comprehensive safety and wellbeing assessments
* Good judgement and decision-making ability regarding accountability of funding and interactions with individuals and communities
* Demonstrated initiative and the capacity to be self-directed and proactive
* Excellent written, analytical and research skills and attention to detail
* Excellent communication and interpersonal skills
* Well-developed relationship-building skills
* Collaboration skills and strong team focus
* Excellent report-writing skills
* Solutions-focused problem solving skills
* Computer literacy, and familiarity with Outlook
* Significant experience of Client Record Management (CRM) protocols
* Experience of working within a compliance framework
* Commitment to building the attitudes, knowledge and skills to work competently in diverse cultural situations.
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| **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
* Agility and flexibility to work with frequently changing priorities
* The ability to work within tight timeframes and manage workflow during stressful periods.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Driver’s Licence** [x]

**Other (prescribe)** [x]  NDIS On-Boarding requirements

**Approval** Clinton Roth 02/11/2020

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| **Manager name**  |  | **Approval date** |  |