

# Position Description

## / Our Values

We value life  
We make every conversation count  
We will find a better way, today  
We make the complicated simple

<b>Position Title</b>	Service Development Coordinator
<b>Position Number</b>	
<b>Band / Job Group</b>	JG 5
<b>Division</b>	<p><b>Independence</b></p> <p>The Independence Division supports clients who have been seriously injured as a result of a transport or workplace accident. The purpose of the division is to achieve world's best delivery of contemporary disability practice by a social insurance scheme.</p> <p>The division operates within a person centered planning model by partnering with our clients and their communities to maximise return to health, work and social participation following their transport accident.</p>
<b>Branch</b>	Disability
<b>Location</b>	Geelong
<b>Reports To</b>	Program Manager Disability
<b>Number of Direct Reports</b>	Nil
<b>Working with Children</b>	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Financial Delegation</b>	Nil
<b>Job Purpose</b>	<p>The Coordinator, Service Development leads the service development performance provider and disability service accountabilities. The role will develop and implement improvement initiatives in conjunction with other of TAC that drive, support, improve and ensure access to services provided to TAC clients.</p> <p>The role ensures TAC management and staff understand the value of genuine participation of stakeholders in the development of outcome focused services designed to meet the needs of TAC clients and manages an effective stakeholder contact management system.</p> <p>The Coordinator, Service Development forms part of a flexible resource pool able to mobilise quickly to enable program delivery or scheme improvement initiatives across Rapid Recovery, Supported Recovery and Independence.</p>

## KEY ACCOUNTABILITIES

- Build and sustain relationships with key internal and external stakeholders to support the implementation of TAC initiatives
- Collaborate with TAC representatives to ensure that health and disability programs and initiatives are aligned and are in accordance with the organisation's strategic direction
- Actively contribute to the identification of gaps/opportunities for service development and strategic initiatives
- Research external health and disability policy and trends to inform future initiatives
- Coordinate the development and implementation of service models/frameworks and business improvement processes
- Develop service delivery outcomes, collect and analyse data, monitor performance, work with providers to improve performance where required, and report against those outcomes
- Identify, manage and review risks in relation to the delivery of disability services
- Lead &/or contribute to internal & external engagement including working groups, workshops & consultations
- Provide subject matter expertise to the development of provider communications strategies, resources & products
- Prepare and deliver where required high quality written reports, papers and presentations including project documentation
- Liaise with procurement services, actuarial, business performance and research areas to support health and disability programs and initiatives

# Position Description

## / Our Values

We value life  
We make every conversation count  
We will find a better way, today  
We make the complicated simple

### Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviors; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

## KEY SELECTION CRITERIA

### Relevant Qualifications, Work Experience & Specialised Knowledge

- Extensive experience and/or knowledge of the health/disability and/or related sectors
- Demonstrated experience in establishing, influencing and achieving outcomes with internal and external stakeholders
- Experience in program performance monitoring and working with stakeholders to improve service provider performance and quality
- Demonstrated experience and expertise in the capture and analysis of input and data received from stakeholders, emerging issues and trends, research and analysis and the ability to formulate that input into program design and delivery
- Experience in policy and program design, review and analysis
- Ability to influence the thinking and actions of others
- Experience in working with a broad range of stakeholders
- Planning and organisational skills demonstrated by establishing courses of action to ensure work is completed within agreed timeframes Project management
- A relevant tertiary qualification in health, disability or related discipline

### Capabilities

Adapt and Learn: Adapts one's approach as situations change and supports others to do the same

Cultivate Partnerships: Builds and maintains relationships with stakeholders across roles, teams and divisions, internally and externally

Cultivate Partnerships: Communicates and presents complex and abstract ideas in a clear, succinct and understandable way, suitable to the audience

Empower Others: Challenges important issues constructively, provides rationale for own position and supports others when required

Exercise Judgment: Makes sound and timely decisions based on analysis, experience and judgment, without assistance when appropriate

Exercise Judgment: Undertakes objective analysis and draws accurate conclusions based on evidence

Lead Transformation: Keeps abreast of trends or innovations that could improve work processes and quality of service

Lead Transformation: Actively seeks opportunities to align processes, systems and people to achieve business benefits from the change