

POSITION DESCRIPTION

POSITION TITLE	Early Years Coordinator
DIVISION	NDIS Services
DEPARTMENT	Early Childhood Early Intervention
REPORTS TO	Senior Early Childhood Early Intervention Coordinator or Senior Early Years Coordinator

ORGANISATIONAL PURPOSE

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

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary BSL 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.

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

These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DEPARTMENT PURPOSE

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

The NDIS team supports children and adults who have a developmental delay or disability and their families/carers to access and participate in community and mainstream services, employment, social and educational opportunities.

POSITION PURPOSE

This role will work with children with developmental delay and/or disability and their families, together with their community, with the goal of building strengths, developing opportunities and promoting access to the right supports at the right time in line with the NDIS ECEI approach.

Early Years Coordinators will:

- link children with developmental delays and disabilities, their families and carers to information and support in the community
- work with local community to make sure it is more welcoming and inclusive for people with disability and their families.
- develop and implement plans in partnership with children with developmental delays and disabilities, their families and carers

KEY RESPONSIBILITIES

Teamwork and Accountability

- 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 the supervisor, set goals and objectives to ensure outcomes are met.
- Model BSL values and adhere to the Code of Ethical Behavior 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.

Assist children and their families to achieve their goals

- Support the delivery of high quality ECEI planning services in accordance with relevant program guidelines, ECIS best practice principles and relevant legislative obligations.
- In partnership participants and their families, develop individualised plans that accurately record their priorities and needs.
- Implement and maintain relationships with internal and external stakeholders, e.g. children's service providers, peak bodies, advocacy groups, NDIA, with the aim of working collaboratively to ensure best practice is upheld and customers experience continuity of service.
- Ensure practices and processes are implemented to enable service level monitoring, evaluation and reporting against Key Performance Indicators (KPIs) and to ensure required outcomes and performance measures are met.
- Build capacity and enable participants and families while managing realistic expectations.
- Provide information to participants and their families that reflects their needs and links them into appropriate universal and specialist services to meet their or child's needs.
- Deliver high quality and timely services to meet KPIs and targets

Community Engagement

- Represent ECEI and NDIS Services within BSL and to disability providers, peak bodies, community groups, government bodies and people with disability.
- Build relationships with individuals and organisations that will aid in building community capacity in support of the service.
- Inform mainstream services and community services about the scheme, its goals, activities and functions.
- Build awareness in mainstream and community services on the value and importance of accessibility.
- Support mainstream services to take practical steps to being more inclusive.
- Advocate for a positive approach to disability in the broader community so that people with disability and their families and carers feel empowered and valued.

Continuous Quality Improvement

- Contribute to the development, implementation, review and improvement of processes, resources, training materials and manuals to deliver outcomes and maintain standards in accordance with the required KPIs.
- Support the development of a reflective culture to inform, maintain and improve performance.
- Support approved evaluation and research projects.
- Work closely with NDIS leadership and ECEI team members to identify issues that may affect service quality and implement appropriate action.
- Develop a thorough understanding of NDIS and ensure that performance is tracked and reported accordingly.
- Adhere to risk, safety, health and compliance in area of responsibility and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- Monitor client and stakeholder engagement and satisfaction and provide feedback to Managers where necessary.
- Complete timely and accurate data collection
- Other duties as required.

KEY SELECTION CRITERIA

- Experience in customer facing environments that support or provide services to the community.
- Demonstrated understanding of the National Disability Insurance Scheme.
- Demonstrated ability to identify and implement continual service improvements.
- Highly developed interpersonal skills and communication and demonstrated ability to liaise and build collaborative positive working relationships with individuals, children, families and service providers.
- Highly developed time management and organisational skills including the ability to multi-task, prioritise workload and meet deadlines.
- Demonstrated skills in conflict resolution and change management.
- Highly developed administrative and professional writing skills

- Strong alignment to the values of BSL and the NDIS.

Desirable

- Relevant tertiary qualification
- Industry experience in working either with children and families or disability.
- Demonstrated understanding of the ECEI approach and early childhood best practice principles.
- A commitment experience in delivering services using strengths based and person centred/family centred principles.
- Experience of working in service systems that inform and empower service users.
- Lived experience in disability, and/or background in or experience in working with CALD or Aboriginal and/or Torres Strait Islander communities will be highly regarded.

MANDATORY EMPLOYMENT CRITERIA

- specific work requirements include weekend work, evening shifts, public holidays, work-based travel and attendance at a variety of different work locations.
- proof of eligibility to work in Australia is required.
- a satisfactory Police Check is required. The BSL will facilitate this process.
- a Working with Children Check is required for this position. The BSL will facilitate this process.
- a satisfactory NDIS Worker Screening Check is required. The BSL will facilitate this process.