



POSITION DESCRIPTION

POSITION TITLE	Senior Local Area Coordinator
DIVISION	Disability Services (NDIS)
DEPARTMENT	Local Area Coordination
REPORTS TO	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.

BSL is committed to child, young people, and vulnerable adult safety. We want all vulnerable people to be safe, happy, and empowered. We support and respect all children and vulnerable adults, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all our program participants. All successful candidates will undergo a robust screening process prior to employment. We provide our staff and volunteers with ongoing supervision, support, and training in their work with vulnerable people.

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

Senior Local Area Coordinators are team leaders responsible for overseeing and supervising a team of Local Area Coordinators (LACs). Senior LACs serve as a subject matter and practice experts in one or more areas of disability. In addition, Senior LACs are expert advisors who mentor LACs across the department on best practice and developments in their area of expertise to ensure that BSL delivers a high-quality service.

Senior LACs maintain a caseload, working with people with disability to advocate, plan, organise and access the support and services needed to live an ordinary life. This includes assessing each person's eligibility for the NDIS and (where eligible) helping to establish a NDIS plan with reasonable and necessary supports. Local Area Coordinators build community capacity and assist people with disability to access mainstream services regardless of NDIS eligibility.

Specialist areas of practice and knowledge include:

- Aboriginal & Torres Strait Islander participation
- Cultural and Linguistically Diverse participation
- Neurological Impairment
- Psychosocial disability
- Children with disability (aged 7-11 or 12-16)
- Young people with disability (aged 17-21)
- Autism Spectrum
- Intellectual disability
- Housing and homelessness
- Assistive technology
- Child protection

KEY RESPONSIBILITIES

Community Engagement, Capacity Building and Implementation Services:

- In partnership with participants and their families, develop individualised plans that accurately record their priorities and needs.
- Assist people with disability and their carers to document their circumstances and personal objectives.
- Support the development of a NDIS plan that will enable the attainment of personal objectives.
- Prepare plans and reviews that are sensitive to the cultures, values, and beliefs of people from diverse backgrounds and utilise interpreter services when necessary.
- Provide information to families that reflects their needs and directly support linking individuals with services where appropriate.
- 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.
- Ensure that approved plans are implemented.
- Review plans as required due to the passing of time or changing circumstances.
- Provide advice to any member of the LAC team as required to ensure that people's needs are met to the highest standard.
- Share specialist knowledge across the department through information sharing and mentoring.
- Maintain oversight of specialist or complex cases to ensure equitable and positive outcomes for people with a disability.
- Implement and maintain relationships with internal and external stakeholders, e.g., service providers, peak bodies, advocacy groups and NDIA, with the aim of working collaboratively to ensure best practice is upheld and customers experience continuity of service.
- Ensure practices and processes are in place to enable service level monitoring, evaluation, and reporting against Key Performance Indicators (KPIs) to ensure required outcomes and performance measures are met.
- Work in collaboration with other BSL LAC teams to ensure consistency and quality across teams.
- Use defined processes to assist individuals to determine eligibility for the Scheme.

- Maintain records on the assessment of accessibility, attitude, and availability of mainstream services to inclusion requests.

For incumbents who are specialists in the area of Aboriginal & Torres Strait Islander participation:

- Develop and maintain relationships with Aboriginal and Torres Strait Islander controlled organisations and community leaders.
- Support members of the Aboriginal and Torres Strait Islander communities in a defined area to be aware of and participate in the opportunities provided by the scheme.
- Oversee and organise community workshops and yarning circles as required
- Manage the gathering and dissemination of information regarding NDIS Work in collaboration within the BSL and the LAC team to continually improve delivering culturally appropriate services.
- Work in collaboration with the LAC team to engage appropriately and effectively with the Aboriginal and Torres Strait Islander community.
- Provide guidance and support to LACs who identify as either Aboriginal or Torres Strait Islander.

For incumbents who are specialists in the area of CALD community participation:

- Develop and maintain relationships with key multicultural and ethno-specific organisations and relevant community leaders within a defined area.
- Support members of CALD communities in a defined area to be aware of and participate in the opportunities provided by the Scheme.
- Oversee and organise community workshops and information sessions as required.
- Manage the gathering and dissemination of information regarding NDIS.
- Work in collaboration within the BSL and the LAC team to continually improve delivering culturally appropriate services.
- Work in collaboration with the LAC team to engage appropriately and effectively with CALD communities.

Continuous Quality Improvement:

- Work collaboratively with Early Childhood (EC) and Local Area Coordination (LAC) teams to identify opportunities for quality improvement, service development and potential resource implications.
- 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.
- Review and audit the quality of documentation submitted by team members.

- Monitor and support team members to complete the above responsibilities.
- Provide supervision, coaching and support to all direct reports in the performance of their duties, monitoring and providing appropriate feedback.
- Develop and maintain specialist knowledge by remaining aware of sector advances, emerging literature, and best practice in area of specialisation.
- Analyse the service environment to identify current and emerging trends, opportunities, and risks. Contribute to the analysis and monitoring of performance data to improve outcomes.
- Monitor client and stakeholder engagement and satisfaction and provide feedback to Managers where necessary.
- Support the development of a reflective culture to inform, maintain and improve performance.

Compliance and Risk Management:

- Work closely with Disability Services (NDIS) Leadership and LAC team members to identify opportunities for quality improvement, service development and implement appropriate action.
- Ensure NDIS, contractual and organisational requirements are met, and ensure that performance is tracked and reported accordingly.
- Deliver high quality and timely services to meet KPIs and targets.

Stakeholder Relationships:

- 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.
- Identify and respond to stakeholders underlying needs. Find innovative solutions to resolve stakeholder issues.
- Build relationships with individuals and organisations that will aid in building community capacity in support of the service.
- Represent Disability Services (NDIS) within the Brotherhood and to disability providers, peak bodies, community groups, government bodies and people with disability where appropriate.
- 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.

SCOPE OF RESPONSIBILITY

Direct Reports: Local Area Coordinators

KEY SELECTION CRITERIA

Career Experience:

- Demonstrated ability and commitment to helping people attain their goals.
- Demonstrated experience in community development.
- Experience in customer facing environments that support or provide services to the community.
- Demonstrated ability to identify and implement continual service improvements.
- Highly developed interpersonal skills and demonstrated ability to liaise and build collaborative positive working relationships with children, families, and service providers.
- 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.

Personal Qualities:

- 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.
- 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).
- 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.

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.
- NDIS related checks 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.