

**Position Description**
**Senior Local Area Coordinator**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.We have 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.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: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Senior Local Area Coordinator |
| Classification: Community Services Employee |
| Level: 5.1 |
| Function: | Service Delivery |
| Reports to: |  Program Manager  |
| Position Purpose: | Senior Local Area Coordinators provide a direct point of contact within Local Area Coordinator (LAC) teams to assist LAC’s with day-to-day problem solving, staff supervision and working directly with people with disability. The position is required to provide expert advice and assistance to LAC staff to assist in developing capacity and providing development and support to LAC teams.The Senior Local Area Coordinator will act as a content expert for LAC staff, and allocates time to the team to provide guidance, supervision and support.  |
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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** |
| * Provide support to LAC staff to engage in high quality planning practices and activities (including, but not limited to; pre planning, plan builds, implementation, monitoring)
* Provide advice to LAC’s regarding complex planning issues;
* Escalate any complex planning issues as required
* Support staff /team compliance with participant pathway timeframes and KPIs
* Engage directly with participants to undertake all required planning pathway activities, while holding a participant case load
* Provide support and information to participants, families and their carers regarding NDIS, natural supports, mainstream and community supports, and community access and inclusion
* Engage in and support LAC staff to apply comprehensive assessment and person centred planning skills through a strengths based framework
* Build and support LAC staff to build capacity in individuals and families to clarify their goals, exercise choice and control and to participate in their community
 | * Senior LAC works directly with LAC’s to support improvements to NDIS planning quality
* Senior LAC works directly with LAC’s to resolve complex planning and participant queries within required timeframes
* All required planning activities are completed by the Senior LAC and their direct reports, within the required time frames
* Records are up to date and reports are completed within the required timeframe
* Participants and families are supported throughout their planning pathway
* Participants and their families have increased understanding of how to seek support from LAC’s
* Legislation and current NDIS requirements are complied with
* Participants and their families/ carers have increased knowledge of non- NDIS funded community, mainstream and government services/ supports they can 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 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 Leadership** |
| **Key tasks** | **Position holder is successful when** |
| * Provide expert knowledge and support to LAC staff within the service area
* With the Workplace Trainer, create opportunities to build capacity of LAC staff to ensure high quality service delivery
* Work closely with the Service Area Manager, Program Manager and Workplace Trainers to identify learning needs to provide a hands on approach to supporting the development of LAC staff
* Complete audits of plans and participant records, and other reporting platforms to identify training needs and implement associated CQI initiatives
* Contribute to building inclusive communities through partnership and collaboration with staff, individuals and families/carers, local organisations, and the broader community
* Contribute as a leader to a multidisciplinary team and actively participate in staff meetings, team meetings and staff development as an employee of Mission Australia
* Develop and maintain positive working relationships with stakeholders
* Participate in regular supervision with direct line manager as well as engaging in supervision with direct reports, colleagues and teams
 | * Demonstrates activities undertaken that have increased the knowledge and experience of LAC staff
* The team work together effectively
* Participant and community capacity building, and community access and inclusion form the foundation from which staff operate
* The team demonstrates strong working and problem solving abilities, and support each other to achieve contractual compliance
* Strong external and internal relationships are formed and maintained, resulting in effective interaction with service, key stakeholders, and appropriate referral of clients
* High level of engagement and leadership at supervision, team meetings and performance review discussions
* Demonstrates active listening, guidance and support as well as collaboratively create innovative solutions
* Confidentiality is respected and trust is built with all key stakeholders
* Regular meetings are held with team members including team meetings and supervision per the supervision policy
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| **Key Result Area 3** | **Administration** |
| **Key tasks** | **Position holder is successful when** |
| * Complete, and support LACs to complete information gathering activities and submit all required NDIS records/ reports/ data and case notes within the required timeframes;
* Report on work done by maintaining appropriate NDIS case records and data, 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
* Complete a range of internal and external reports relating to participant work as required;
* Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans, case studies etc.
 | * All records/ reports/ case notes/ paperwork are accurately completed within the required timeframes by Senior LAC and direct reports;
* Accurate participant records are maintained in a timely manner and kept up to date to the required standard;
* All reports are accurately completed within required timeframes;
* Compliance with all legislation and NDIS requirements
* Supervision records are completed and maintained
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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.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| **Qualifications** * Degree in / or other appropriate qualifications in the delivery of human services, allied health, disability, and /or relevant fields
* High level of experience in conducting assessments, case management and counselling skills are desirable
* Current and valid Driver’s Licence
* Current Working with Children Check
* Deemed suitable for employment following a National Police Check

**Attributes** * Commitment to achieving positive outcomes for NDIS participants and the Scheme;
* Excellent working relationships with people
* 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
* 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
* Skills in actively engaging with people who are reluctant to use support services
* Excellent organisational, time management skills, and the ability to be self-directed;
* Computer literacy in the use of Client Record Management

**Experience** * Excellent knowledge of the Disability, Child, Mental Health, Youth and Family Services sector, including the requirements of the NDIS Bill 2013, the WA Disability Services Act 1993 and other key legislative reforms
* Significant experience in implementing person centred plans for people with disability is desirable
* Ability to teach and support team members to develop capacity within their work to achieve high quality outcomes
* Experience in providing supervision to small teams
* Ability to lead teams to meet contractual requirements
* Ability to work and lead staff in a fast paced and dynamic environment
* Demonstrated ability to conduct comprehensive safety and wellbeing assessments and assist people to set goals for change
* Understand and appreciation of cultural diversity within the community
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Drivers Licence** [x]

**NDIS On-Boarding requirements** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Georgii Snowball**  |  | **24/06/2020** |  |