

POSITION DESCRIPTION

Local Area Coordinator

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

LAC Services support people with disability, their families and carers at all stages of the NDIS participant pathway alongside implementing the Information, Linkages and Capacity Building (ILC) Policy Framework for those outside the NDIS.

Local Area Coordinators assist participants to be linked with, and navigate, the NDIS and gather information for the development of their NDIS plan. You will guide people in their options for putting their NDIS plan into action and build capacity to make informed choices and assist with plan reviews.

Your role as Local Area Coordinator is to work with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability.

You will work to deliver ILC activities in a manner that is consistent with, and will contribute to, the achievement of the ILC Policy Framework.

ROLE KEY ACCOUNTABILITIES

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Complete mandatory training for the position as designated by Uniting and the NDIA, and continue ongoing professional development. Keep up to date with Uniting and NDIA changes
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As the Local Area Coordinator, your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights based approaches in the disability sector.
- Demonstrate a deep knowledge and application of the Uniting vision, values, strategic and business plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Deliver services in line with Uniting culture that promotes a person centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a thorough understanding of the NDIS participant pathway, including a sound understanding of the ILC Policy Framework
- Support the Team Leader to implement the Uniting and LAC Service strategic and operational plans within the Service Area
- Assist the Team Leader to complete activities that will deliver ILC Outcomes in the Service Area
- Support NDIS participants through various stages of the pathway
- Complete review meeting
- Assist with enquiries about new Access Requests
- Support people with disabilities, their families and carers by provide linkage and referral to community and Mainstream Services and/or services funded by the NDIA's ILC Grant programs
- Manage confidential and sensitive information

- Undertake other duties as requested by the Team Leader or Service Area Manager consistent with the general nature and responsibilities of the position.

Collaboration/Teamwork

- Be an active member of Uniting and the Service Area LAC team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Collaborate with your team and Team Leader through a variety of mediums to brainstorm solutions and approaches in order to effectively meet the needs of people with a disability
- Demonstrate the ability to work well within a team that adapts quickly due to a changing environment

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including Code of Conduct and Safety policies and procedures, as well as relevant government legislation and standards
- Provide services that address customer and community needs and that are in alignment with Disability Standards and support quality and safeguarding frameworks including the LAC Quality Management Framework
- Address complaints and incidents promptly or escalate for resolution. Ensure all complaints, incidents and feedback accurately recorded in the appropriate Uniting and NDIS IT Business system
- Analyse customer feedback to feed into continuous improvement process and ensure LAC Quality Objectives are met
- Use Uniting and NDIA IT systems to manage appointments, record defined data fields, notes and actions to ensure the consistency for each participant
- Ensure adherence to reporting, documentation and business administration requirements

Stakeholder Relationships

- Build trusting relationships and get to know people with disabilities in the context of their family, friends, culture and community and being based in and connected to the local community
- Maintain a professional relationship with the NDIA to successfully and innovatively deliver performance indicators as agreed upon NDIA and Uniting
- Work in a collaborative manner with community based organisations to build and expand opportunities for greater social and economic participation for all people with disability
- Professionally represent Uniting when liaising with all stakeholders
- Contribute to positive relationships with relevant stakeholders, building a network of people as required
- Work closely with the community to achieve ILC Outcomes

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- In conjunction with people with disability, communities and the Team Leader, implement effective strategies that are responsive to the people we support and provide opportunities for participation and feedback that informs delivery of initiatives.
- Actively create and share innovative solutions with your team and Team Leader
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision making tools
- Incorporate lessons learnt, feedback and review into the continuous improvement of work practices

Communication

- Communicate in ways that reflect the Uniting commitment to strengths-based practice. Use varied communication techniques across all levels internally and externally to create and maintain positive relationships
- Use effective communication, negotiation, relationship building and interpersonal skills to carry out service delivery activities within LAC Services
- Use a range of communication and influencing techniques to effectively handle complex, sensitive matters involving a range of people including staff, customers and community stakeholders including the handling of complaints
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Enter data and record information accurately on the NDIA IT Business System and Uniting systems
- Be confident and comfortable presenting to diverse audiences

ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Team Leader

To be successful in this role, you must fulfil the below **mandatory requirements**:

- Working with Children Check clearance
- National and State Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualifications are required for this role.

Experience:

A minimum of 12 months work experience in the community services sector and/or lived experience of disability.

You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required. You will demonstrate self-leadership and utilise your excellent time management skills to meet deadlines.

Even Better:

- Qualifications in the community services sector e.g. disability, allied health, social work or community development
- Experience in delivering small scale projects
- Experience in community asset mapping

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	