





## POSITION DESCRIPTION

Position Title Coordinator			
<b>Division:</b>	North/East/South/West	<b>Reports to</b>	Customer & Service Delivery (CS&D) Manager – XXX Division
		<b>Direct Reports:</b>	Disability Support Workers
<b>Internal Relationships:</b>	Disability Support Workers Division staff Management	<b>External Relationships</b>	Community Groups, Government bodies, Centre Associations, Auxiliaries, parents / carers and Case managers
<b>Delegation of Authority</b>	Level 5	<b>Category</b>	Co ordinator
<b>Employment Contract</b>	Permanent	<b>Award</b>	Above Award

<b>Scope's Mission</b>	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
<b>Scope's Vision</b>	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> <li>• support and listen to each person and their family.</li> <li>• provide leadership to influence strategy and policy.</li> <li>• deliver person driven, flexible &amp; responsive services to build a sustainable future.</li> <li>• build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li> </ul> <p>We will deliver better outcomes.</p>
<b>Scope Approach</b>	<div style="text-align: center;">     </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> <p><b>see the person</b></p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;"> <p><b>do it together</b></p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;"> <p><b>do it right</b></p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;"> <p><b>do it better</b></p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>

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Key Function	Key Accountabilities, Responsibilities & Deliverables
<b>Position Purpose</b>	<p>The Coordinator will support the values and behaviours that are important to the successful operation of Scope's business, the Scope Approach.</p> <p>The Coordinator is responsible for delivery of services within budget for all service delivery under their management span.</p> <p>The Coordinator will lead and manage their teams to provide a fully integrated customer service offering which:</p> <ul style="list-style-type: none"> <li>• meets customers needs and enables them to develop to their fullest potential</li> <li>• is financially sustainable, and</li> <li>• meets all compliance / quality standards as defined by funders.</li> </ul> <p>The Coordinator will facilitate change, and drive continuous improvement.</p> <p>In response to the fundamental change that is proposed through the implementation of the NDIS, Scope has endorsed a strategic plan that details the need for scale, diversification of services and places a greater emphasis on individualised service delivery through Individual Support packages. The transition to 'customer driven' funding requires Scope to have a more integrated approach to service delivery which will involve a fundamental shift in Scope's current service delivery model, and the cultural and attitudinal behaviours of its workforce.</p> <p>To provide customers with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. It is important that services:</p> <ul style="list-style-type: none"> <li>• Are flexible and responsive to individual needs and interests;</li> <li>• Either have a primary facility as a base for customers (although services may be provided in a range of other settings) or provide or co-ordinate services across a range of locations, including the individual's home;</li> <li>• Provide supervision and physical care to customers;</li> <li>• As a first preference, links people into activities that are offered to the community;</li> <li>• Offers support that aims to maximise personal independent functioning</li> </ul> <p>The target group includes eligible persons under the Disability Act 2006.</p>
<b>Service Provision</b>	<ul style="list-style-type: none"> <li>• Support the values and behaviours that are important to the successful operation of Scope's business; the Scope Approach.</li> <li>• Lead and manage the team to provide a fully integrated customer service offering which: <ul style="list-style-type: none"> <li>- meets people we support needs and enables them to develop to their fullest potential</li> <li>- is financially sustainable</li> <li>- meets all quality standards as defined by funders</li> </ul> </li> <li>• Develop an integrated plan that implements the organisational products/services plans and ensures the ongoing viability of Scope customer services functions.</li> <li>• Responsible for the development of good working relationships with the people we support, families/carers and staff within Scope.</li> <li>• Facilitate change, and drive continuous improvement.</li> <li>• Integrate the work of the team to best meet the people we support needs including: <ul style="list-style-type: none"> <li>- Plan, develop, implement and review the people we support plans</li> <li>- Supervise, train and support staff in the delivery of the above plans</li> <li>- Oversee documentation, recording assessment and reviews of customers</li> <li>- ensure the administration of medication is to policy and procedures</li> <li>- provide direct care for the people we support when required and as rostered</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>Supervise and oversee the implementation of Scope policies and procedures and work instructions in relation to the people we support's well being</li> <li>Implement Disability Service Standards</li> </ul>
<b>Financial Outcome</b>	<ul style="list-style-type: none"> <li>Develop and monitor the operational budget for the service.</li> <li>Evaluate the financial results and outcomes to the people we support, report these results and make recommendations to the C&amp;SD Manager.</li> <li>Manage the payment of invoices and collection of Service Delivery Records for processing.</li> <li>Collect information for funding submissions and/or write submissions as required.</li> </ul>
<b>Growth Delivery</b>	<ul style="list-style-type: none"> <li>Network, liaise and meet with community groups, Government bodies, Centre Associations, Auxiliaries parents and carers as necessary.</li> <li>Support the C&amp;SD manager in the implementation of the Strategic Plan and contribute to C&amp;SD Management Meetings.</li> <li>Accountability for the implementation of the business and product plans for the service.</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>Ensure the responsibilities, authorities and accountabilities of all positions are defined and understood and that any difficulties are resolved promptly.</li> <li>Recruit and induct new staff and ensure training and development of all staff</li> <li>Meet with staff regularly to keep them informed and involved in strategic developments in the region</li> <li>Maximise productivity of employees through effective management of time and resources.</li> <li>Develop and maintain a harmonious working environment to maximise employee commitment and minimise industrial concerns</li> <li>Responsible for setting clear performance targets and objectives for the site team that drives performance management.</li> <li>Responsible for evaluating the efficiency and effectiveness of the site team, as well as providing individuals with professional growth and development.</li> <li>Responsible for championing a culture of continuous improvement within the team that supports Scopes organisational culture and change program.</li> <li>Provide team leadership that supports a people management culture that is underpinned by EEO, human rights and builds employee resilience and inclusion. That also recognises its Duty of Care responsibilities towards the people we support and employees.</li> <li>Recruit, develop and train volunteers whilst providing them with direction and support.</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.</li> <li>Supervise the management and safety, within Scope guidelines and standards, of all facilities and amenities.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>Provide regular written reports to the C&amp;SD Manager</li> <li>Arrange staff replacements and rosters</li> <li>Implement policies and procedures – new and existing</li> <li>Ensure compliance with Funding Bodies and Human Resource Management requirements</li> <li>Promote and develop communication strategies for customers and staff</li> <li>Update and maintain customer management systems, Gold care notes, Enquiries and Scheduling.</li> </ul>
<b>Position Dimensions</b>	<ul style="list-style-type: none"> <li>The performance of this position is monitored on a regular basis by the C&amp;SD Manager. The incumbent is required to demonstrate sound judgement to effectively prioritise the workload and to maintain a high quality in the service they provide.</li> <li>The position operates highly independently and interacts regularly with the C&amp;SD Manager. Issues which fall outside the delegated authority of the position are referred to the C&amp;SD Manager.</li> <li>Performance of the position is monitored by the C&amp;SD Manager.</li> <li>The incumbent has the authority to decide on day to day work related issues within the key responsibilities and duties. Any issues falling outside these areas are to be referred to the C&amp;SD Manager.</li> </ul>

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SELECTION CRITERIA Position Title	
<b>Qualifications &amp; Knowledge/Experience</b>	<p><b><u>Mandatory</u></b></p> <ul style="list-style-type: none"> <li>• Current First Aid Certificate (Level 1) and CPR</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Diploma of Business Management (Disability Studies) or related discipline</li> </ul>
<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>• Sound knowledge and experience in a disability service or similar</li> <li>• Demonstrated experience in the management and development of a team</li> <li>• Experience managing and communicating with a diverse group of staff</li> <li>• Understanding of developmental learning approaches and the ability to transfer into individuals' needs</li> <li>• Knowledge and understanding of Local Area Community Networks</li> <li>• Understanding of financial management and budgetary principles</li> <li>• Understanding of Occupational Health and Safety issues and legal requirements.</li> <li>• The ability to network and negotiate</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• Empathy with people with disabilities and their carers</li> <li>• A commitment to empowering people with disabilities to achieve their goals</li> </ul>
<b>Other</b>	<p><b><u>On Call Function</u></b></p> <p>This position has an on call responsibility for service and support being delivered outside normal function operational hours.</p>
<b>Licenses &amp; Accreditations</b>	<ul style="list-style-type: none"> <li>• Cleared to work against the requirements of the Department of Human Services operated Disability Worker Exclusion Scheme.</li> <li>• Cleared Police Check for disability within the last twelve months</li> <li>• Working with Children's check</li> <li>• Must satisfy all visa requirements for working in Australia.</li> <li>• Drivers license (required for all roles where there is a requirement to travel to deliver services)</li> </ul>

### Authorisation:

This Position Description has been reviewed and approved by General Managers C&SD and is effective from the 21 October 2014

People & Culture Authorisation

Job Evaluation Completed: \_\_\_\_\_ Position Created: \_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_