

Disability Services Coordinator

Full Time, Alexandra

The Disability Services Coordinator is a key role in our Disability Services team. The primary function of the role is to ensure that people using our services are getting the support they need.

Coordination and Support

- Maintain and utilise a thorough knowledge of the National Disability Insurance Scheme (NDIS), Practice Standards and NDIS code of conduct for support workers.
- Promote, encourage and empower clients to maximise personal decision-making opportunities.
- Develop Service Agreements and Schedule of Supports with client and their support network and monitor service delivery against this target.
- Monitor and review the documentation of existing service users updating key documents including Service Agreements and Schedules of Support and escalating any issues to the Disability Service Manager to ensure Menzies Support Services is fully compliant with NDIS Standards.
- Answer client calls and address their queries and concerns within the assigned timelines maintaining thorough documentation of all interactions.
- Working alongside the Disability Services Assistant and under direction from the Manager coordinate a team of support workers to meet client preferences and provide support services as detailed in support plans and service requests.
- Work with Disability Services Manager to allocate support workers in a way that maximises client facing time and minimises travel; holding client choice in mind, and utilising staff skills and contracted normal hours
- Coordinate regular Disability Support Worker team meetings and provide administrative support, informing the service delivery manager of support worker supervision needs as identified through day-to-day contact.
- Manage client and carer feedback and implement corrective actions including coaching staff as required, referring where required to Disability Services Manager.
- Work with key stakeholders internally and externally for the provision of quality support services; with a focus on the participant, their informal supports - guardians and plan nominees and their formal supports - support coordinators, plan managers, Local Area Coordinators.
- Provide feedback to the Disability Service manager and escalate any issues of concern in a timely manner.

Group Programs of Support

- Monitor group program quality, process, and participant numbers within the NDIS programs of support model.
- Work with clients to identify what programs they would like to join, manage wait lists and promote group program opportunities to contribute to program viability.
- Support group program staff with day-to-day queries and requests for support and resources within the position delegation.
- Regularly report to Disability Services Manager in line with team documentation and reporting requirements.

- Contribute to group program planning to ensure we are meeting the changing needs and interests of our participants.

Continuous Quality Improvement

- Develop process improvements to improve response times and service quality.
- Regularly review services to ensure customer satisfaction.
- Contribute to the development and review of policy and procedure.
- Maintain high quality documentation and service provision within scope of position to support Menzies Support Services compliance with NDIS Standards.
- Maintain privacy and confidentiality on all issues that relate to the organisation, service users and colleagues.

CORE COMPETENCIES, ATTRIBUTES AND CAPABILITIES

Computer skills

- Working knowledge of MS Outlook, MS Office (including Word, Excel, Power Point) and Internet Explorer
- The ability to learn new computer programs

Leadership and Management

- Works under supervision but able to use own initiative within the Menzies Support Service's policy and procedure framework.
- Demonstrates a commitment to ongoing professional development
- Well-developed time management and organisational skills
- Dedicated to using and improving systems to monitor competing priorities and timelines

Interpersonal skills

- Demonstrate a positive, enthusiastic approach
- Well-developed communication skills including the ability to liaise with service users/family members/, community support workers/colleagues and other health professionals
- Commitment to working from an empowerment perspective, promoting service user's independence, skill development and self - advocacy
- Always remain professional.

Commitment to Professional development

- Be committed to continual personal and professional development to reflect the changing needs of the role and industry requirements.
- Attend all mandatory training sessions and staff meetings.

Occupational Health and Safety

- Possess and build on knowledge of Occupational Health and Safety requirements and responsibilities of the employer and employee.
- Report all complaints, hazards, incidents, injuries and near misses.

Qualifications and Experience

- Certificate IV individual Support or equivalent experience
- Current First Aid and CPR
- Experience in working with individuals with diverse needs and matching their requirements with appropriate service provision.
- Experience in coaching and supporting support workers.
- Experience in working within the NDIS framework highly desirable

KEY PERFORMANCE INDICATORS

- All service users receive services as documented and agreed in their individualised Service Agreement, Schedule of Supports, Support plans.
- Relevant documentation is recorded and maintained in an appropriate manner
- Policies and procedures, code of conduct and all regulatory requirements are always supported and adhered to.

SPECIAL REQUIREMENTS

- All staff are required to undergo a National Police Check and three yearly renewals
- All staff are subject to and will be vetted against the Disability Worker Exclusion Scheme.
- All staff must possess a current Working with Children Check (WWCC). It is the responsibility of the individual staff member to notify the Department of Justice when they change employers.
- Staff are required to notify their employer immediately of any changes that may affect their Police Records, WWCC or Disability Worker Exclusion Scheme status.
- A current Victorian Drivers licence is required. Loss of licence or any licence infringement must be reported by the staff member to their employer immediately
- All staff are required to complete a pre-existing injury or illness declaration.
- All staff are required to sign a confidentiality agreement on appointment