

## Position Description

### Position Details

<b>Position Title</b>	Disability Services Coordinator
<b>Position Aim</b>	<ul style="list-style-type: none"> <li>• To lead, support and develop Disability Services Programs by responding to the identified needs of people with a disability who reside in the Woollahra and surrounding Municipalities.</li> <li>• To coordinate training to meet identified program needs</li> </ul>
<b>Reports To</b>	Disability & Carer Manager
<b>Direct Report</b>	Team Leaders & Field staff and Volunteers who work on Disability Services Programs
<b>Key Relationships</b>	Director Centre Management Disability & Carer Teams Centre staff, volunteers and community, carers and clients in South Eastern Sydney Government Departments, other Community organisations and agencies.
<b>Award Placement</b>	Social & Community Service (State) Award Grade 5
<b>Position Based</b>	Holdsworth Community Centre & Services 64 Holdsworth Street Woollahra NSW 2025
<b>Position Status</b>	Permanent
<b>Hours</b>	35 hours per week
<b>Special Requirements</b>	All employees of the Centre must undergo a Police and Working with Children background check All employees of the Centre are required to take up to 2 weeks leave during Centre closure - late December to early January

<b>Signed by Employee:</b>	<b>Date:</b>
<b>Signed by Manager:</b>	<b>Date:</b>
<b>Review Date:</b>	

**Objectives:**

- To determine and report on HCCS Disability Services strategic directions in collaboration with the Disability & Carer Manager.
- To ensure best practice service provision to target group
- To support Disability & Carer Manager to secure sustainable resources
- To manage the day-to-day operations of the Disability Service Programs, including supervision and support of field staff and volunteers, program budget management, client assessments, reviews, submission of monthly report and maintaining all necessary records and statistics
- To assess, review and monitor the needs of people referred to HCCS.
- To ensure the clients receive the most appropriate services and that their situations continue to warrant the use of those services.
- To coordinate the assessment, development, implementation and evaluation of Disability Services programs training needs

<b>Position Responsibilities</b>	
<b>Manage Service Quality</b>	<ul style="list-style-type: none"> <li>• Ensure Disability Services programs meets DADHC and relevant industry standards</li> <li>• Annual customer satisfaction survey implemented with recommendations for continuous quality improvement reported</li> <li>• Develop and implement an integrated quality improvement program of consultation with service users and agencies that will collect and act on feedback regarding service improvement and innovation</li> <li>• Participate fully in all aspects of Integrated Service Monitoring Processes</li> </ul>
<b>Staff Management</b>	<ul style="list-style-type: none"> <li>• Provide direction, support and supervision to staff (Disability Project Officer, Team Leader, support workers, volunteers) employed in the program and its activities.</li> <li>• Complete an annual performance appraisal interview with each staff member of the program, as required</li> <li>• Refer issues relating to disputes, grievances or poor performance to the Business Unit Manager / Centre Director</li> <li>• Annually assess and prioritise program staff training needs as required by centre strategic planning</li> <li>• Actively participate in the recruitment processes for staff in line with the Centre's human resource policies and procedures</li> <li>• Replace when necessary, absent staff, to maintain the standard of the service and ensure that activities run smoothly and without interruption</li> <li>• Support HCCS Volunteer Coordinator in the successful recruitment, training and development and introduction of disability adult program volunteers</li> </ul>
<b>Planning and Implementation</b>	<ul style="list-style-type: none"> <li>▪ Plan the future direction of the Disability Services Program within the context of the Centre's forward planning strategies, local, state &amp; national guidelines &amp; priorities</li> <li>▪ Examine and evaluate the level and standard of existing services and resources available for people with a disability and their carers, and identify gaps in service delivery</li> <li>▪ Participate in Centre, Council &amp; HACC planning processes and relevant regional planning such as Disability Services Interagency, HACC forum meetings, and disability services support agencies</li> <li>▪ Liaise and advocate (wherever possible) on behalf of adults with disability and their carers</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Liaise and network with all appropriate disability services and organisations within the Eastern Suburbs and metropolitan area. Establish and maintain contact with peak disability services organisations</li> <li>▪ Work within budgetary constraints, expanding existing services, or plan, design and establish new services and activities to meet identified needs</li> <li>▪ Maintain information on policies, practices and issues in the disability service field, and implement all necessary Government requirements and initiatives</li> <li>▪ Provide information, advice and referrals to all people seeking information about support services, accommodation or activities for people with disabilities</li> <li>▪ Formulate appropriate policies and guidelines for the program in consultation with the Manager and other agencies</li> <li>▪ Develop in collaboration with staff, sub committee, team and clients a yearly Program Plan that is aligned to the Centre's Strategic Plan,</li> <li>▪ Coordinate regular team leader, support worker meetings.</li> <li>▪ Maintain robust entry and exit criteria to ensure services are delivered to the identified &amp; relevant target groups</li> <li>▪ Assess and review on a yearly basis the client support needs in line with centre policy, HACC standards and best practice care</li> <li>▪ Attend where appropriate, all assessment meetings regarding clients of the Disability Services program</li> </ul>
<b>Financial Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Prepare submissions, in consultation with the Disability &amp; Carer Manager, for the continuing funding of Disability Services programs</li> <li>▪ Ensure all avenues for further funding are investigated regularly and , where appropriate, applied for</li> <li>▪ Comply with financial reporting requirements of the program's funding bodies</li> <li>▪ Prepare in consultation and with the support of the Disability &amp; Carer Manager an annual budget for the Disability Services programs.</li> <li>▪ Monitor all income and expenditure to budget on a monthly basis</li> <li>▪ Consult with the Disability &amp; Carer Manager and Centre Director, to annually set and review the fee structure for each of the activities</li> </ul>
<b>Administration responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Complete, review, sign and submit all timesheets for the programs by end of each pay period</li> <li>• Follow Centre administrative protocols</li> <li>• Complete, sign and submit a timesheet by end of each pay period</li> <li>• Report any issues to Disability &amp; Carer Manager and submit appropriate documentation within designated timeframe</li> </ul>
<b>Orientation and Training</b>	<ul style="list-style-type: none"> <li>• Attend staff meetings and others as required</li> <li>• Participation in training and professional development as required</li> </ul>
<b>Assessment</b>	<ul style="list-style-type: none"> <li>• Coordinate the establishment and review of assessment policies and procedures to meet the needs of all HCCS programs.</li> <li>• Complete initial assessments for all disability clients</li> <li>• Where appropriate, make referrals to alternative services and other services providers</li> <li>• Maintain confidential records of assessment using internal data base and manual client information systems.</li> <li>• Liaise with and support (where possible) program coordinators regarding assessment and review of new and existing clients.</li> </ul>

	<ul style="list-style-type: none"> <li>• Collate statistics about sources and nature of referrals to assist in service development &amp; planning.</li> <li>• Complete an 8-12 week review on clients following the commencement of a new service to ensure the safety and customer satisfaction</li> <li>• Complete annual assessment reviews of all existing disability clients to ensure that the service continues to meet identified needs.</li> <li>• Ensure that individual care plans are goal orientated, current and contain relevant health and emergency contact information</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Undertake the development and implementation of a training needs assessment of all staff within Disability Services programs in consultation with Business Unit Managers and Director</li> <li>• Provide training and support for staff in assessment protocols and procedures for better service entry and program delivery</li> <li>• Provide and deliver general HCCS training with the assistance of all staff and Management.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• At all times abide by the Centre's policies and procedures and the Code of Conduct</li> <li>• Observe and comply with OHS standards, requirements and legislation</li> <li>• Attend staff meetings and comply with Centre monthly reporting requirements</li> <li>• Participate and assist in Centre and program special events</li> <li>• Contribute regular articles and information for insertion in the Centre newsletter, and other promotional products as required</li> <li>• Prepare an annual report for the Disability Services Program for inclusion in the Centre's Annual Report</li> <li>• Attend Centre's Annual General meeting</li> <li>• Promote Centre membership in all activities</li> <li>• Other duties related to position as negotiated with the management of the organisation through direct supervisor</li> </ul>

<b>Key Attributes</b>
To be successful in this role, the ideal candidate must be able to demonstrate that they have the following experience, skills and attributes
<b>Essential:</b>
<ul style="list-style-type: none"> <li>• A degree or higher level tertiary qualifications in aged, disability or related area e.g. Community, Health, Welfare</li> <li>• Minimum 1 year experience coordinating services for adults or children with disabilities</li> <li>• 1 year experience working with people with a disability.</li> <li>• Evidence of strong and effective leadership, team building, interpersonal and communication skills</li> <li>• Demonstrated experience in developing and managing a budget</li> <li>• Intermediate computer literacy including knowledge of Microsoft applications</li> <li>• Demonstrated knowledge and application of OH&amp;S, EEO and anti discrimination legislative requirements</li> <li>• Senior First Aid Certificate</li> <li>• Current drivers license</li> </ul>

**Desirable:**

- Experience in working in a community based setting
- Experience in creating and running collaborative projects with other organisations
- Experience in writing and reporting on funding and performance submissions and arrangements
- Cert IV Workplace Training and Assessment
- Experience working with Culturally and Linguistically Diverse populations

**Key Performance Measures**

The success of this role will be measured by:

- Successful management of Disability Services Budget
- Targets achieved in annual Disability Program Plan
- Quality of relationships with key stakeholders, including all funding bodies
- Effective systems implemented for assessment, review and care planning include robust entry and exit criteria
- Training needs assessment undertaken
- Training programs planned, implemented and evaluated
- Assessment policies and procedures developed and implemented
- Evidence of effective consultation and planning
- Evidence of effective management of disability team members and volunteers
- Positive results from Integrated Monitoring Framework review
- Accuracy, relevance and timeliness of recording and reporting of data
- High satisfaction with service – as reported by clients and stakeholders
- Tasks delivered to a high standard and within agreed timeframes
- Evidence of implementation of OH&S, Duty of Care, and Holdsworth Community Centre's Policy and Procedures and value
- Follows direction from the Disability & Carer Manager
- Evidence of participation in Centre, staff meetings and training sessions
- Demonstrated commitment to the Centre vision, mission and values
- Punctual and reliable