

### Local Area Coordinator

<b>Branch /Program</b>	Inclusion
<b>Award</b>	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4.1
<b>Reports to</b>	LAC Team Leader
<b>Supervisory responsibilities</b>	N/A
<b>Duration</b>	30 June 2020
<b>Probationary period</b>	6 months from date of appointment
<b>Hours</b>	Full Time - 76 hours per fortnight
<b>Based at</b>	Western NSW
<b>Position description updated</b>	March 2019
<b>Approved by</b>	People and Culture
<b>Review date</b>	February 2019

#### About Social Futures

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Social Futures is a voice for social change in regional Australia, helping to create connected, resilient communities. With more than 40 years' industry experience, we are a community service leader, striving to create change through our work across homelessness and housing supports, youth and family services, sector advocacy and programs that promote genuine participation for people with disability. Social Futures currently serves more than 80% of regional New South Wales.

We envisage inclusive communities that support social and economic participation, in which everyone reaches their potential and has access to affordable housing. Including our work with partners, Social Futures currently serves more than 80% of regional New South Wales.

We welcome applicants from all walks of life to our diverse and inclusive workplace.

Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable. The White Ribbon Committee is focused on addressing men's violence towards women because of the underlying power inequality and sexism that sustains gender-based violence and the disproportionately high prevalence of this type of violence in the community.

#### Purpose of the Position

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Social Futures is a NDIS (National Disability Insurance Scheme) Partner delivering the NDIS Local Area Coordination (LAC) Transition Services in your community. These services will:

- provide support for people with disability and their families to access the National Disability Insurance Scheme (the Scheme);
- assist people with disability, their families and carers to build and pursue their goals for a good life, exercise choice and control and engage with the Scheme; and
- ensure that people with disability can be supported outside the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability.

Local Area Coordinators (LACS) will be committed to improving the lives of people with disability and will work directly with participants to facilitate choice and control over the services they receive. LAC seeks to

facilitate positive individual and social change by assisting people with disability to have valued and quality lives, enable families to remain an important and enduring support and for communities to become more welcoming and inclusive.

## Mandatory Requirements

<input type="checkbox"/> Current National Police Check	<input type="checkbox"/> Current NSW Working with Children Check
<input type="checkbox"/> Current Drivers Licence	<a href="#">Click here to enter text.</a>

**In accordance with our contract with the National Disability Insurance Agency, to deliver Local Area Coordination (LAC) Services, a staff member working within, or closely associated with Social Futures LAC Program/s is not permitted to work, volunteer or be associated in a board or advisory role with a registered provider whilst being employed with Social Futures.**

## Essential Selection Criteria

Essential Selection Criteria	
1.	Demonstrated experience in providing high-volume quality support and planning facilitation to assist program participants identify and obtain their needs and goals while building capacity.
2.	Excellent written & oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to establish effective relationships.
3.	Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines.
4.	Strong computer literacy skills with the capacity to work with various participant management data portals to create and maintain participant records.
5.	Knowledge of community networks, formal and informal supports, and NDIS providers in the region.
6.	Proven ability to work effectively and as part of team and to enhance positive workplace culture.
7.	Demonstrated experience in maintaining professional boundaries while engaging in person-centred work.
Desirable Selection Criteria	
1.	Qualifications in community services or relevant discipline
2.	Lived experience of disability

## Key Responsibilities and Duties

Key Responsibilities	Focus Areas
<b>Provide high-volume quality planning and coordination support to assist people to plan, advocate, organise and access support and services</b>	<ul style="list-style-type: none"> <li>Assist people with disability, their families and carers to build and pursue their goals, exercise choice and control and engage with the NDIS</li> <li>Support people with a disability to navigate and optimise their engagement with the scheme and assist with eligibility enquiries</li> <li>Provide holistic support, person-centred planning and coordination services for people with disability to transition to the NDIA scheme</li> <li>Ensure high volume program participant daily &amp; weekly targets are met</li> <li>Provide excellent person centred service in high-volume environment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Create and maintain up-to-date confidential records in participant information management systems</li> <li>• Collaborate to generate innovative and creative responses to participant needs.</li> <li>• Monitor engagement with and disengagement from the LAC Service to support early identification of barriers</li> <li>• Seek and capture feedback from program participants</li> <li>• Utilise technology to enhance work practice i.e. planning, scheduling meetings/reminders.</li> <li>• Utilise internal communication systems and frameworks to communicate with LAC team or broader organisation</li> <li>• Work within Social Futures Practice Framework &amp; LAC operational guidelines.</li> <li>• Assist people with disability who do not meet the access requirements to the Scheme to connect to appropriate supports such as Ability Links NSW</li> </ul>
<p><b>Communicate and collaborate to engage participants, agencies and other stakeholders</b></p>	<ul style="list-style-type: none"> <li>• Establish effective, meaningful relationships with participants, stakeholders and community</li> <li>• Actively encourage collaborative and integrated support networks</li> <li>• Maintain up-to-date knowledge about services, support agencies and initiatives available to people with a disability. Promote this knowledge and the availability of services and resources</li> <li>• Establish and maintain collaborative relationships with stakeholders, brokers, subcontractors and other service providers. Communicate with relevant individuals, services, organisations and departments to advocate on behalf of and meet the needs of the participants</li> <li>• Develop and maintain strategies to provide service to isolated communities</li> <li>• Understand the scheme and the opportunities it can provide participants to pursue their goals of economic and social contribution</li> <li>• Provide accurate and timely information to individuals, families and carers on the NDIS, services and supports</li> <li>• Engage with individuals, families and carers to identify their goals, strengths and needs, and plan for the future</li> <li>• Facilitate an environment where a person can articulate their hopes, fears and aspirations to identify their goals</li> <li>• Manage conflicting and competing stakeholder needs</li> </ul>
<p><b>Build and develop the capacity in the community to ensure it is inclusive and welcoming</b></p>	<ul style="list-style-type: none"> <li>• Establish connections with the community and build and maintain positive and effective relationships and networks</li> <li>• Work collaboratively with individuals, agencies and the broader community to facilitate greater connection to community and economic and social contribution by people with disability</li> <li>• Participate in community driven information, education and development projects</li> <li>• Build and maintain a current working knowledge of relevant local community activities, groups and events</li> <li>• Raise awareness and educate the general community about LAC Services and to build capacity of communities to be welcoming and inclusive.</li> </ul>
<p><b>Respond effectively and flexibly to priorities set out by the NDIA</b></p>	<ul style="list-style-type: none"> <li>• Ensure all Key Performance Indicators (KPIs) and / or daily and weekly targets are met</li> <li>• Meet deadlines as set by the NDIA and the organisation, including report generation</li> <li>• Review and modify plans as required</li> <li>• Adapt and respond appropriately to the changing requirements of the LAC service as required</li> </ul>
<p><b>Actively and positively contribute to team and organisational culture</b></p>	<ul style="list-style-type: none"> <li>• Be an active, positive and contributing team member modelling the values of the role and organisation</li> <li>• Attend relevant meetings including: team meetings, supervision and performance reviews</li> <li>• Regularly seek, respond to, and be open to learn from feedback and suggestions for improvement, including participating in training and development opportunities</li> </ul>

	<ul style="list-style-type: none"> <li>• Work proactively to resolve complaints, grievances, concerns or conflict in a positive manner</li> <li>• Foster a culture of child safety and actively contribute to child safe workplace practices</li> <li>• Be flexible and able to work in various areas of the organisation, using knowledge and skills across the organisation where needed and required</li> <li>• Demonstrate commitment to and promotion of a culture of service excellence and continual improvement</li> <li>• Participate in promoting the organisation based on the values, culture and Code of Conduct and ethics of the organisation</li> <li>• Comply with organisational policy and procedure</li> <li>• Engage with quality improvement initiatives including policy and procedure review and development</li> <li>• Actively engage in workplace safety and incident and hazard reporting requirements</li> <li>• Participate in internal and external training relevant to the role</li> <li>• Participate in Social Futures Practice Framework training &amp; reflective practice sessions.</li> </ul>
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## Competencies, Skills and Attributes

Technical	
1.	Certificate in Community Services or equivalent relevant qualifications and / or experience that is transferable to performing the role to a high standard
2.	Current National Police Check
3.	Current Working with Children Check
4.	Current valid Driver Licence
Experience and Knowledge	
1.	Experience and knowledge of the Disability sector and understanding of what is required to effectively integrate with and transition to NDIS service providers.
2.	Previous experience working with and planning and setting goals for people with disability, their families and carers
3.	Understanding of the risk factors involved with working with people disability with the capacity to identify and manage risks.
4.	Understanding of the community services sector and disability legislation, regulations and best practice standards.
5.	Demonstrated strong level IT skills including familiarity with Microsoft Office products and operation of computers and tablets
6.	Demonstrated awareness and sensitivity to diversity issues and recognises own triggers, biases, beliefs and does not allow them to interfere with job performance
7.	Excellent listening, oral and written communications skills
8.	Understanding of reporting requirements and results based accountability frameworks
9.	Capacity to work with therapeutic or practice frameworks
10.	Demonstrated capacity to negotiate effectively to identify and resolve issues, conflicts and disputes
Attributes and Values	
1.	Engages in reflective practice with a view to improve performance
2.	Demonstrates behaviours that treat others with respect, care and compassion
3.	Promotes cohesive team work and a collaborative work environments
4.	Solution focused approach to problems and ability to think outside the box

5.	High level of emotional intelligence
6.	Recognises the value in people's different opinions, lifestyles and approaches and the learning opportunity it presents
7.	Exercises initiative and the ability to learn from others in the organisation and share knowledge and learnings
8.	Proven history of following up commitments with action, ability to shift priorities, and work to deadlines
9.	Works in a way which acknowledges hopes, fears and aspirations and provides pathways to success
10.	Capacity and desire to work in alignment with organisational values
11.	Actively supports a culture of continuous quality improvement by engaging in quality programs and projects. Seeking and reporting feedback and identifying quality improvement opportunities.
12.	Positive, contemporary attitude towards diversity, including Aboriginal, CALD and LGBTIQ communities and people living with disability
<b>Compliance</b>	
1.	Understands and complies with organisational policies and procedures, including data entry transaction requirements
2.	Willingness and desire to comply with workplace health and safety policy and procedure to ensure safety of self and others
3.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
4.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to Social Futures policies and procedures
5.	Adheres to legislation, regulations and best practice standards relevant to service and role

### Inherent Requirements of the Work Activities/Environment

The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible we will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Community and Home based participant contact	Occasional
<b>People Contact</b>	Liaise with our staff	Daily
	Liaise with government, non-government, businesses, and other community organisations	Daily
	Liaise with participants/customers	Daily
<b>Administrative Tasks</b>	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional

	Use public transport including trains, buses, trams and taxis	Occasional
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