



# Position Description

## Virtual Local Area Coordinator (LAC)

Stage:

**In Draft**

Version:

**6.004003**

Group:

**Position Descriptions**

### Reports To:

Regionally based Virtual Local Area Coordinators will report to the regional Service Area Manager, Local Area Coordination, or Assistant Service Area Manager (LAC).

Business Centre based Virtual Local Area Coordinators will report to the Virtual Service Manager, Local Area Coordination.

### Employment Status:

Full Time/Part Time, Fixed Term Contract

### Grade/Award:

Salaried

### Primary Objective:

The key purpose of a Virtual Local Area Coordinator is to empower people with disability, their families and carers to build, pursue and fulfil their goals and aspirations, and exercise choice and control while engaging with the National Disability Insurance Scheme (NDIS).

The Virtual Local Area Coordinator will ensure that participants and non-participants of the NDIS can access support outside of the Scheme by working collaboratively with local communities and mainstream services to raise awareness and become more inclusive of the needs of people with disability.

### Key Responsibilities:

#### Section A - Key Role Specific Responsibilities

##### Working with people with disability, their family and carers:

- Confidently explain the National Disability Insurance Scheme (NDIS) to people with disability, their family and the broader community
- Assist with participant readiness activities during the transition and work with participants to collect all required information to enable the pre-planning, initial Plan and subsequent Plans to be developed as effectively as possible
- Assist participants to develop a Plan which includes their goals, needs, wishes, and opportunity for community and mainstream supports, informal supports, and any other reasonably necessary supports which have been recommended to be funded
- Guide and assist participants over the phone to develop their options and build capacity to undertake self-management
- Assist people deemed by NDIS as not eligible for Scheme, their families, and carers with information linkages and supports to utilise natural supports and connect with alternative funding and opportunities within their community

##### Program support, planning and coordination:

- Assist in the day to day allocation of LAC activities (first plan, reviews and implementation activities and tasks), managing LAC inboxes to ensure service volumes and associated KPI's are achieved
- Scheduling appointments with program participants, communicating times and maintaining LAC schedules
- Ensure rostering and scheduling of services is logistically sound, efficient and effective use of staffing resources
- Ensure leave planning including annual leave, personal leave, study leave, etc. is scheduled to ensure continuity of care and service delivery

- Attend to day to day rescheduling to cover unplanned changes in LAC staff availability including sick leave, personal leave and emergency replacement or backfilling requirements
- Ensure all appointments and LAC staff inboxes are regularly reviewed to ensure compliance with service program key performance indicators and to identify system issues and errors
- Guide and support participants transitioning to the NDIS through the completion of questionnaires to identify and support their needs
- Assist people with disability, families, carers and broader communities to access relevant information about the NDIS and assist with enquiries about the scheme
- Build personal capacity and provide relevant information to participants, families and carers to enable goals, aspirations, needs, and abilities to be identified during the planning process
- Support individuals, families and carers to identify personal and local community networks to develop necessary supports and solutions to meet their goals and needs
- Actively engage with participants and families accessing the LAC Program to ensure choice, control, respect, independence, and self-planning is paramount and promoted at all times
- Assist the participant with planning, monitoring and reviewing their Plan ensuring a blend of informal supports, mainstream supports and funded supports are all considered and included wherever possible
- Ensure compliance with referral requests in relation to the allocation of appropriately skilled and qualified staff and compatibility with customer and participants cultural requirements
- Participate actively in problem solving and finding solutions for scheduling difficulties and challenges in consultation with Service Area Managers and LAC staff
- Work collaboratively to ensure NDIS participant outcomes and mandated LAC program KPIs are met

#### **Working with the community:**

- Build and maintain strong relationships and positive partnerships with external stakeholders in the wider community to build a more inclusive community to facilitate effective access and appropriate referral to a diverse range of service providers
- Increase community awareness of prospective participants, both eligible participants and non-participants on the National Disability Insurance Scheme (NDIS)
- Work collaboratively with local communities to promote a welcoming and inclusive environment for people with disability and promote employment and volunteering opportunities
- Continue to liaise with the broader community to increase community awareness and promote the importance of full inclusion of people with disability into the societal social fabric and all aspects of community life
- Build community capacity through engagement with community groups, service providers, and other stakeholders to understand the needs of people with disability, their families and carers to ensure they are able to create service options to meet the desired service needs
- Liaise with community based organisations to ensure better access for people with disability to opportunities to economic and social participation
- Develop a comprehensive understanding of the key barriers, issues and service gaps for people with disability within local communities to assist and inform the development of local service planning
- Actively participate and contribute to the Feros Care calendar of capacity building events and stakeholder engagement activities both locally and regionally to build the profile of the LAC program
- Actively maintain an up-to-date working knowledge of local community services and supports

#### **Creating community capacity:**

- Engage with mainstream and community services to promote the intrinsic value of people with disability in contributing to the development of social and economic activity
- Build a positive and collaborative rapport with mainstream and community services to share NDIS information and provide updates regarding NDIS
- Assist in gathering information and mapping available community resources and non-funded supports
- Raise awareness to the unique needs of children and vulnerable people with disability from culturally and linguistically diverse backgrounds or from an Aboriginal or Torres Strait Islander background
- Work in conjunction with the Manager Capacity Building & Stakeholder Engagement to build and strengthen the community's capacity to provide support to people with disability and their families through the implementation of structured and adhoc engagement activities and plans

#### **Administration:**

- Ensure all telephone and face to face participant and family member interactions are promptly responded to in an efficient and empathetic manner utilising superior customer service etiquette and communication skills
- Ensure all records, information, contacts and activities are recorded in the NDIS IT system daily and the privacy of all participants is protected
- Assisting with daily statistics and KPI gathering from the NDIS IT system to support program monitoring
- Assist with ordering technology, liaising with NDIS IT support and manage access for local LAC workforce

- Support the day to day operations of local LACs providing administration, phone and events management support
- Provide a professional and welcoming reception service to all participants, carers, families, staff and visitors
- Prepare and produce documents, reports, correspondence, presentations, project spreadsheets, etc. in a timely manner and as required
- Other ad hoc duties as requested by the Service Area Manager

#### **Shopfront oversight (regionally based Virtual Local Area Coordinators only):**

- Report and organise maintenance and security related issues of shopfront as required
- Ensure superior presentation of the shopfront at all times including the kitchen, meeting rooms and general areas
- Ensure security of the building at the end of day
- Other ad hoc duties relating to overseeing shopfront as delegated by the Service Area Manager

### **Section B - Our Common Purpose**

#### **Contribution to Culture**

#### **Living our Values**

At Feros Care, every person plays an important role in helping us to **empower people to live their best life**. Our **BOLD Values** are unique to us and underpin our much bolder aspirations for our clients, residents, patients, participants and customers. Our values are not just words on a wall or a piece of paper, they shape how we behave and they can be felt by the people who work with us, people who visit us or people who receive services from us.

As part of the Feros Care team you are expected to live the values:

- **GAME CHANGERS** - *Innovators not imitators* - We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.
- **TRIBAL SHAPERS** - *Together we thrive* - We bring our "A" game every day. We work to build a great culture and communities where everyone matters.
- **DREAM MAKERS** - *Powered by possibility* - We create a place where our customers' wildest vision of what's possible comes to life.
- **VIBRANT CREATORS** - *Positive and playful* - We don't fit in we stand out. Our energy is electric, our people are passionate and our purpose is real.
- **KINDNESS WARRIORS** - *Committed to care* - We give our time, energy, integrity and knowledge, but above all we give our hearts.

#### **Leading with Technology**

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

#### **Work Health and Safety (WHS)**

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety

- Any work related or personal injury or illness (where it may affect their ability to work safely)
- Any work related incident they witness, including bullying and harassment
- Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

## Personal Attributes and Qualities:

To be highly effective in this role you will need to identify with the following personal qualities:

- Motivated by making a real difference to the lives of others
- Inclusive of people from diverse communities
- Rapidly builds and maintains strong collaborative, partnering relationships
- Places equal value of all people in our community
- Stays true to the essence of Feros Care (culture, values, philosophy, service model) during changing situations
- Open minded, non-judgemental and respectful of clients/others choices
- Actively searches out new technologies, processes, techniques and service ideas
- Entrepreneurial in spirit, identifying potential business opportunities
- Relishes the opportunity to promote and advocate Feros Care

## Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

## Essential Criteria for Position:

### Essential Skills, Experience and Knowledge:

- Confident and everyday user of technology and the internet
- Demonstrated experience and commitment to working with and delivering high quality services to people with disability, their families, carers and local communities, or a lived experience
- Demonstrated experience and an in-depth understanding of person-centred strengths-based planning and review
- Proven ability to work collaboratively with a wide range of stakeholders to build and strengthen capacity and inclusive community practices
- Previous experience in working with special needs and/or disadvantaged groups
- Lateral thinker with the ability to overcome barriers and adapt to change, generate solutions and work collaboratively to achieve a successful outcome
- Highly organised and passionate about meeting outcomes of the program
- Positive and respectful communicator with well-developed communication skills (written, verbal and listening) including high level telephone technique in order to liaise effectively with all callers
- Demonstrated ability to work effectively in a team environment to efficiently respond to the daily fluctuations in service delivery requirements of a changing service levels
- Experience in coordinating and managing events, education sessions and/or seminars
- Previous experience performing administrative and office coordination tasks

### Qualifications, Certificates and Registrations:

- A relevant qualification in disability, community services, child services, or lived experience of disability
- Current clean unrestricted drivers licence
- A current Working with Children Check or willingness to obtain one

## Desirable Criteria for Position:

- Previous experience in community development and community capacity building

## Summary of Specific Responsibilities

**Summary of Specific Responsibilities**

**Responsibility**

**Defined in**

**Responsibility**

Key Performance Indicators for Local Area Coordinators : NDIS	Virtual Local Area Coordinator (LAC)
LAC - Accessing and Booking an Interpreter : NDIS	Virtual Local Area Coordinator (LAC)
LAC - Capturing Staff Meeting Attendance and Education Procedure : Learning and Development (Not Issued)	Virtual Local Area Coordinator (LAC)
LAC Common Inbound Calls Questions and Answers : NDIS	Virtual Local Area Coordinator (LAC)
LAC Disengaging from Aggressive or Distressing Phone Calls : NDIS	Virtual Local Area Coordinator (LAC)
LAC Face to Face Engagement with Participants with Impaired Communication and/or Cognition : NDIS	Virtual Local Area Coordinator (LAC)
LAC Participant Surveys : NDIS (Not Issued)	Virtual Local Area Coordinator (LAC)
LAC Responding to Fraud : NDIS (Not Issued)	Virtual Local Area Coordinator (LAC)
LAC Spreadsheet Process : NDIS	Virtual Local Area Coordinator (LAC)
LILAC - First Plan Workflow : Information Technology	Virtual Local Area Coordinator (LAC)
Plan Implementation: Work Instructions : NDIS (Not Issued)	Virtual Local Area Coordinator (LAC)
Scheduling or Allocating South Australian Participants : NDIS	Virtual Local Area Coordinator (LAC)

Other related Team/Group based responsibilities for **Virtual Local Area Coordinator (LAC)**

**Incumbent Statement:**

I have read, understand and accept the above Position Description for Virtual Local Area Coordinator (LAC).

Signed: ..... Date: ... / ... / .....

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