

Position Description

Local Area Coordinator



Branch	Inclusion
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4
Reports to	Team Leader, Local Area Coordination
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	July 2019
Approved by	Executive Manager Inclusion
Review date	July 2020

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

We problem-solve with our customers

We celebrate success

We treat everyone with dignity

We own our actions

We turn challenges into opportunities

Position Purpose

The Inclusion Branch is dedicated to services that support the inclusion people living with the impacts of health, mental health and disabilities in our communities. We deliver high-quality intensive support services in health and mental health, as well as delivering NDIS Local Area Coordination for people with disabilities, their families and carers, assisting them in accessing the NDIS and linking to knowledge, resources and opportunities in their communities to enable them to live the life they choose

The Inclusion Team delivers high-quality and timely planning and coordination, community engagement and capacity building, working with regional communities to ensure they are welcoming and inclusive for all. The Local Area Coordinator (LAC) supports people with disability, their families and carers and the broader community to ensure people with disability are included and valued, are able to participate in, and contribute to, community life, and are connected to the resources, services and supports they need to achieve their goals.

Key Accountabilities

A high level description of the most critical and important aspects of the position

- Support eligible people with disability to access the NDIS and act as the main point of contact for the NDIS for customers and community
- Assist NDIS participants, their families and carers to identify strengths, needs and aspirations, and to formulate and achieve goals through their plans, including review of the plans
- Build and maintain information regarding services, supports, linkages and other resources available to participants within the broader service system and community and facilitate access to this information
- Build the capacity of participants, their families and carers to exercise choice and control, and to manage their NDIS plan and lives as independently as possible
- Build community capacity for greater inclusion of people with disability, and create and utilise beneficial linkages within the community to expand options and possibilities for people with disability
- Complete all participant work requirements in accordance with the LAC Procedure Manual, including meeting Quality Assurance requirements and NDIS timeframes
- Monitor plan usage and implement strategies to address utilisation in a timely manner
- Identify and report information and insights about systemic or individual challenges, gaps and barriers, service market availability, service provision and community development needs to inform the continual development of the NDIS, the community and the broader service system
- Provide practice that is strengths based, person-centred, solutions focused and culturally responsive and safe

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Implementation of the LAC service while managing competing priorities that support Branch goals and objectives, within a demanding and complex service delivery environment

- Building the capacity of people with disability who are not eligible for the Scheme, their families, carers and broader circles of support to generate options and implement solutions, and to access other services and supports within the broader service system and community

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Team Leader	<ul style="list-style-type: none"> Provide regular updates on key priorities and projects and receive guidance and direction Identify emerging issues and risks Report on performance against agreed measures
LAC Team	<ul style="list-style-type: none"> Contribute to the team's achievement of its key performance indicators
Workplace Trainer, Community Development Coordinator	<ul style="list-style-type: none"> Participate in ongoing professional and competency assessment and development ILC workflow coordination under the direction of the Team Leader
External	
External customers and participants	<ul style="list-style-type: none"> Facilitate relationships to ensure services meet expected service delivery standards

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Deliver Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Deliver Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Deliver Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Demonstrated experience in providing high-volume quality support and planning facilitation to assist participants identify and obtain their needs and goals while building capacity
- Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to ensure effective relationships
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Strong computer literacy skills with the capacity to work with various participant management data portals to create and maintain participant records
- Knowledge of community networks, formal and informal supports, and NDIS providers in the region
- Proven ability to work effectively and as part of team to enhance positive workplace culture
- Demonstrated experience in maintaining professional boundaries while engaging in person-centred work

All positions will require current National Police and Working with Children Checks as a condition of employment.

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.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	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
People Contact	Liaise with our team members	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regular
	Liaise with clients/customers	Frequently
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and sitting and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, projectors, televisions, Skype, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level B - Planning affects the personal daily work routine as activities are self-regulating or are monitored by others
2	Freedom of the position to act (autonomy)	Level C– Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the supervisor/overseer/team leader
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level B – Problems are dealt with by reviewing a small number of options or by applying practices, procedures or precedent
4	The level of verbal communication skills required of the position	Level B - Respond to non-routine enquires and requests
5	The level of written communication skills required of the position	Level B – Write standard correspondence following prescribed formats
6	Risk Consequence	Level C – Moderate
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level B – Coordination of elements of work with other positions is required
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1

I hereby confirm I have perused this Position Description in its entirety, and as a result I have a sound understanding of the requirements of my role.

Signed: _____

Date: ___/___/___

Print Name: _____