

## Role description: Service Coordinator

### Achieve Australia's Passion, Purpose and Principles

- Our **Passion** is social inclusion for people with disability.
- Our **Purpose** is to build extraordinary lives, supporting people with disability to be well, have a home, choose a career, learn new skills, participate in their community and enjoy a full life.
- We live by our **Principles** of living inclusion, elevating voices, engaging practice, growing capacity and valuing resources.

### Primary purpose of the role

Reporting to the Service Manager, the Service Coordinator is responsible for coordinating services that meet client plan needs and leading practice at a service level. The role is also responsible for providing supervision, on the ground role-modelling, coaching and support for staff, as well as supporting clients.

The role is responsible for creating an empowering and enabling environment for people with disabilities and for maximising opportunities for clients to meet personal goals and lifestyle needs. Through effective leadership, this role supports staff to meet client needs ensuring active support.

### Accountabilities

- Coordinate day to day operations of services to ensure a safe and engaging environment for clients and staff. Ensure all aspects of services provided comply with the organization's policies, processes, and procedures to meet the NDIS Practice Standards, NDIS goals and all regulatory and legislative requirements.
- Plan, coordinate, and adapt client activities that promote creativity, skill development and social interaction in a supportive and inclusive environment, as relevant to the service being provided.
- Where relevant ensure remote support (for example for community participation activities) is provided safely and in line with NDIS client funding and goals.
- Assist with the day-to-day financial operation of site/s, (may include service accounts, staffing ratios and costs, client contributions to activities via Vasco cards.)
- Contribute to budget setting and profit and loss reviews as required, effectively managing operational workforce planning and resourcing by creating and approving rosters and monitoring and verifying viability of changes to operational rosters.
- Act as the first point of contact on site, and foster and embed a culture of continuous improvement, active support, and client safeguarding.

- Responsible for improving overall service performance through best practice and culture to protect clients, children and other vulnerable people from harm and neglect, and helps maximise positive client outcomes.
- Ensure the timely provision of all mandatory reporting to meet the requirements of the Service Manager and General Manager (including incident reporting, CEO notifiable reports, NDIS reports and WHS reporting)
- Ensure properties and services are maintained to an appropriate standard. This includes the maintenance of the Master Client Equipment and Assets Register. May be required to conduct planned and ad hoc support and supervision in a flexible manner, during afternoons or weekend shifts.

### Challenges of the role

- Completing operational reporting requirements within limited timeframes.
- Ensuring compliance with the statutory and regulatory reporting requirements.
- Addressing a range of internal and external stakeholder engagement issues (including interactions with families, Carers, and external providers), whilst managing day to day operations and support.

### Reporting lines

Reports to: Service Manager

Direct reports: Support workers, as well as enrolled nurses, and assistant nurses where applicable (administrative management),

(Note RN's provide staff with clinical supervision and are supported by a central practice leadership team which includes Clinical Lead, Behavioural Lead and CNEs.)

Indirect reports: Nil

### Financial and operating limits

Budget: Up to \$500 on Vasco card – for household or service operations

Operating limits: As per Achieve Australia Policies and Procedures and Chart of Delegation

### Internal relationships

People and Performance Partners, other PPC teams, WHS team, frontline and after-hours rostering officers, other operations staff, NDIS administrator, and finance.

In services with clinical needs - clinical nurse educators and central clinical supports and Registered Nursing staff to ensure client needs are met, as well as with the quality team to ensure continuous improvement and client safeguarding.

## External relationships

Clients and families of Achieve Australia, Public Guardians, Office of the Children's Guardian, Procurement Contractors and National Disability Insurance Agency.

## Essential requirements for this role

- Current NDIS WC.
- Relevant qualifications (minimum Cert IV) or equivalent experience in disability support.
- Demonstrated understanding of NDIS, principles of Active support and human rights-based approach to service delivery.
- Strong interpersonal and communication skills.
- Experience managing and supervising staff and client outcomes.
- Proficient computer literacy – able to easily learn and use MS Office Suite and online systems.
- Practical experience in achieving community inclusion and ensuring services maintain appropriate plans and supports for clients.
- Current NSW Drivers' License.
- Current Working with Children Check.

## Capabilities

**Achieve Australia Capability Framework** - meets Level 3 descriptors relating to People Skills, Delivery Skills, Ethics and Professionalism and Thinking Skills in the Achieve Australia Capability Framework.

**1. Person-centred practice** – Putting clients at the centre of their own service by helping them to make choices, plan goals and have extraordinary lives.

**2. Communication and collaboration** – Building trust and positive relationships by working in partnership with clients, co-workers and others and communicating with clarity and respect.

**3. Evaluation, observation and decision making/problem solving** – Finding solutions to problems by identifying issues, gathering evidence, and generating ideas.

**4. Health, Safety and Crises Management/Governance** – Identifying and managing risks to provide Achieve clients and staff with a safe, healthy, and compliant / sound environment.

**5. Community inclusion** – Making sure Achieve clients have the best opportunity to learn, work and do well in their community.

**6. Personal qualities** – Having the attitudes, beliefs and approaches that support Achieve's passion, purpose, and principles.

Date last revised:	26 March 2024
Reviewed by:	Service Performance Operations Manager, Jonell Balana Manager People Performance Partners, Clare Bayliss
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Approved by:	Chief People Officer, Angela Johnston