

<b>Job Title:</b>	Service Delivery Coordinator	<b>Position Type:</b>	Permanent Full time
<b>Group:</b>	Coordination	<b>Job Code:</b>	SDC FT/PT
<b>Location:</b>	Broome, Kununurra, Fitzroy Crossing	<b>Reports to:</b>	Disability Services Manager
<b>Level/Salary Range:</b>	SCHADS Award Level 4.1		

### Job Description

#### ROLE AND RESPONSIBILITIES

The primary role of the Service Coordinator is to develop and maintain strong positive relationships with individuals and their families that lead to a partnership approach to setting and achieving goals in a person and family centred way.

Specific tasks include;

- The Service Coordinator understands and respects that individuals and families have the right to exercise choice and control in the delivery of their supports and services and works in partnership with them to develop and implement plans that have short, medium and long term goals
- The Service Coordinator ensures 100% of plans meet all Qualitative Criteria for the Quality Management Framework and all reporting requirements to NDIA
- The Service Coordinator is proactive in reviewing and monitoring individuals plans, seeking regular feedback from staff and the individual, their family and carers to update or change strategies where required
- The Service Coordinator develops care plans to support the overarching plan where required for positive behaviour support, epilepsy, gastroenterology feeds, mobility, hoisting, safe transport
- The Service Coordinator ensures supports provided are not over and above the funded plan
- The Service Coordinator provides individuals and families with a package statement that details supports provided, cost to date and the individuals' package balance at a time determined by the participant
- The Service Coordinator keeps up to date, accurate and professionally written case notes, progress notes towards goal achievement and operational notes on TRACCS.
- The Service Coordinator is to action incident reports lodged including investigating the incident, developing corrective actions as required and closing off when appropriate. Serious incident reports to be immediately escalated to the DSM.
- The Service Coordinator keeps all consent, alerts, contact and other relevant information up to date and accurate in TRACCS as per the Service Coordination checklist.

- The Service Coordinator provides mentoring and coaching where required to support staff to ensure continuous learning and improvement in person and family centred approaches and high quality supports and services
- The Service Coordinator ensures team / planning meetings occur to review goals, strategies, measurements and progress towards achievement with the people identified by the individual, their family and carers
- The Service Coordinator is proactive in securing the appropriate resources required to implement the individuals plan, including working in partnership with other generic services and groups, building informal supports and sourcing other funding opportunities
- The Service Coordinator is to conduct property/residential inspections quarterly to ensure safety and integrity of the premises and to arrange for any corrective works to be undertaken if required.
- The Service Coordinator is to conduct compliance audits of premises in line with service evaluation guidelines bi annually.
- The Service Coordinator is to ensure housing inventory lists are up to date and reviewed regularly.
- The Service Coordinator is to ensure legislative testing is undertaken on electrical items (tag and test), Fire Alarms, Fire Extinguishers and other mandated items.
- The Service Coordinator is to request and oversee any modifications, repairs and maintenance performed in the accommodation service.
- The Service Coordinator follows all Far North policies and procedures and provides advice to the Disability Services Manager if a review is required to ensure continuous improvement
- The Service Coordinator works in a collaborative way with the HR Team to ensure all agreed supports are provided by appropriately skilled staff who demonstrate Far North values.
- The Service Coordinator makes appropriate referrals for individuals and families where required or requested
- The Service Coordinator takes a proactive and participatory role in the induction and orientation of support staff
- The Service Coordinator participates in the afterhours on call roster as required
- The Service Coordinator undertakes other duties as directed by the Disability Services Manager that lead to quality supports for people with disabilities, their families and carers.

#### **ESSENTIAL REQUIREMENTS (TO BE ADDRESSED IN APPLICATION)**

- Demonstrated values driven and person centred approach to providing support for people with disabilities, their families and carers.
- Demonstrated knowledge and understanding of the National Standards for Disability Services
- Demonstrated ability to lead a work group, set priorities and monitor work flows

- A minimum of 3 years' experience in planning, coordinating and monitoring supports and services for people with disabilities, their families and carers
- Demonstrated high level of verbal, written and / or communication skills
- Demonstrated ability to manage budgets
- At least Certificate IV in disability or in human services

**KEY BEHAVIORS TO BE DEMONSTRATED AT ALL TIMES**

- Demonstration of working as a team member, taking leadership roles where required and following when a team effort is required
- Demonstrated effective communication skills, either written, verbal or signing.
- Commitment to supporting people to achieve goals and be empowered to have greater quality of life, choice and control
- Role modelling of respect, treating people with dignity and high expectations of people with disability
- Person and family centred language that promotes people in a positive and affirmative way.
- Commitment to the principles of equity, fairness, social justice and upholding of human rights in all communications, correspondence and interactions with others.
- Respect for peoples cultural, religious and spiritual beliefs

Reviewed By:	Kathy Hough	Date:	March 20, 2017
Approved By:	CEO	Date:	March 20, 2017
Last Updated By:	Fiona Hart	Date:	November 08, 2019
Next Review by:	HR Manager/DSM	Date:	November, 2021