

# Position Description



<b>Position Title:</b>	Service Coordinator
<b>Service Area:</b>	Disability Services
<b>Location:</b>	Employees are required to work across multiple worksites located across the Adelaide Metropolitan area.
<b>Reports:</b>	General Manager
<b>Award Level:</b>	SCHADS Award Level 5

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## Purpose of Role

The role of the Service Coordinator is to lead the coordination of client service delivery and operations of all disability accommodation and respite services. It is the responsibility of the Service Coordinator to ensure all service delivery across sites is consistent, designed and delivered in a manner that reflects a person centred approach.

The Team Leader is responsible for maintaining close working relationships with clients and their families, case managers and employees with an emphasis upon a collaborative approach to successful client outcomes that reflect the values and beliefs of Yourkids & co.

## Organisational Context

Established in 2006, Yourkids & co provides respite, accommodation, and mentoring services to children, young people, and families throughout the metropolitan and greater Adelaide region. The organisation aims to provide a safe and holistic environment in which children and young people are empowered, nurtured and supported to reach their full potential. Yourkids is committed to the delivery of person centred services whilst also promoting high levels of accountability, professionalism and a positive work ethic.

## Key Accountabilities

### Service Delivery

- Successfully lead, manage and support teams of staff supporting people with disabilities.
- Assisting clients and their families/carers to identify, plan and engage with other industry experts and community agencies to meet their individual goals.
- Establish and maintain a supportive environment for young people according to the principles of inclusion and person centred practice.
- Facilitation and administration of all client documents including Service Agreements, risk assessments, plan budgets progress reporting, etc., in line with clients' goals and expectations.

- Manage and coordinate scheduling and rostering of support workers to ensure efficient and effective client service provision.
- Plan and facilitate the support of young people in activities of daily living, including assistance with self-care and medication management.
- Development and implementation of individual support plans that reflect the needs of the young person, guiding the level and method of support to be provided.
- Create opportunities for young people to access leisure and recreation activities and facilitate support required for participation within these activities.
- Manage client information to ensure all relevant client records are current and provide an accurate reflection of service provision and the person being supported.
- Ensure the safety and rights of young people are addressed and maintained at all times.
- Provide after-hours support via a rotating roster
- Create service schedules and rosters to form client support proposals for submission to external funders.
- Facilitate the client intake process to ensure services are defined with measurable outcomes for clients.
- Assist with special projects (as guided by the General Manager and/or The Director).

### **Financial and Business Management**

- Ensure programs are delivered within budgeted funded hours and any other identified financial constraints.
- NDIS Service Agreements are completed in consultation with families and clients and submitted to finance before commencing services.

### **People Management**

- Assist with the recruitment and selection of staff as required.
- Facilitate and participate in regular staff supervision, support and performance management processes.
- Conduct annual performance reviews for staff team and contribute to development and training plans.
- Identify, investigate and address staff performance issues to ensure resolutions are achieved or escalate to General Manager in a timely manner when the issues cannot be resolved.

### **Professional/Technical Knowledge & Skills and Commitment to Ongoing Development**

- Participate in compulsory training requirements as organised by Yourkids.
- Demonstrate commitment to ongoing professional development and lifelong learning.

### **Teamwork and Communication**

- Maintain clear professional boundaries when working with clients and their families.
- Facilitate house meetings with support workers to identify service development opportunities, communicate service changes and ensure consistency in service provision throughout the organisation.
- Collaborate and communicate effectively with all team members, senior staff and external service professionals.
- Participate in regular performance appraisals and supervision activities.

### **Commitment to Workplace Responsibilities**

- Demonstrates and uphold the Yourkids Values, Vision and Mission at all times.
- Ensure compliance with Yourkids policies, procedures and guidelines.
- Operate in a manner that ensures the workplace is free of discrimination, harassment and bullying behaviour.
- Maintain confidentiality of Yourkids intellectual property and client information at all times.
- Participate in the evaluation of the services.
- Participate in activities to enhance continuous improvement.

### **Commitment to Quality Management**

- Promote a culture in service delivery that reflects Yourkids' philosophy and the National Standards for Disability Services.
- Champion the rights of the young people Yourkids supports to the community and relevant stakeholders.
- Ensure all necessary documentation is completed as required and according to organisational processes and procedure.
- Encourage young people and/or their guardians to provide feedback on service delivery and exercise their right to participate in the overall quality improvement of service delivery.
- Promote and assist staff with the requirements of the organisation's quality framework.
- Management of quality improvement plans ensuring required actions are implemented and addressed within the relevant timeframes.
- Mentoring Lead Support Workers to support services and staff in line with the requirements of organisational processes and the relevant standards.

### **Workplace Health & Safety**

- Develop an understanding of Yourkids' policies, procedures and guidelines to guide your work practice and maintain currency of knowledge in relation to workplace health and safety.
- Comply with statutory and organisational requirements to protect the health and safety of all people in the workplace.
- Ensuring a safe working environment at all times by maintaining effective work practices, adopting procedures and practices which comply with the Work Health Safety Act 2012 and taking reasonable care to protect your own health and the health and safety of others..
- Respond immediately to Work Health and Safety issues in service locations.
- Actively support any colleague who may injure themselves at work including supporting colleagues on return to work programmes in consultation with General Manager and Return to Work officer.
- Report and follow up any accidents, incidents or hazards according to Yourkids' procedure.

### **Special Conditions**

Employment in this position is conditional on the employee maintaining:

- A DHS Working With Children Check (valid for 3 years)
- A DHS Disability Services Employment Screening (valid for 3 years)
- A current driver's license
- A reliable registered motor vehicle, insured for work related duties
- Current Provide First Aid Certification (valid for 3 years)
- Current Safe Environments for Children and Young People Certification (valid for 3 years)
- Unrestricted right to work in Australia (VISA evidence required)

## Key Selection Criteria

### Essential

- Completed or working towards a Bachelor or Master of Social work or relevant social science tertiary qualification.
- Experience in the disability services sector and an understanding of the relevant legislation and philosophies relating to people with a disability.
- Understanding of and a commitment to the needs of people with disabilities and complex support needs.
- Awareness of contemporary approaches to the rights and service needs of people with disabilities.
- Experience in delivery of behaviour management strategies.
- Well-developed communication and interpersonal skills including the ability to work and communicate effectively with clients, their families, external providers and other professionals.
- Ability to work effectively under pressure both independently and as part of a team.

### Desired

- Experience in engaging with employee performance processes and ability to provide constructive feedback.
- Extensive knowledge and experience of NDIS.
- High level of understanding of the role of Local and Federal Government in the delivery of services to children, youth and young adults with disabilities from culturally and linguistically diverse backgrounds.

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**I have read and agree that I understand the requirements of the position as described within this Position Description.**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_  
*Signature* *Print name*