

Job Description

Job Title:	Coordinator, Exceptional Needs Accommodation
Ref No:	SUP646
Portfolio:	Community & Housing
Service Stream:	Community Inclusion
Program:	Exceptional Needs
Reports to:	Manager, Exceptional Needs
Classification:	Social and Community Work Stream: Level 5
Date:	September 2016

Job Purpose

The Coordinator, Exceptional Needs Accommodation, works in close partnership with the Exceptional Needs Manager to provide leadership, practice development, coaching and mentoring to the service delivery staff of Accommodation services.

The Coordinator Exceptional Needs Accommodation is responsible for ensuring the delivery of high quality services to people living with disability/mental health. The key focus of the position is to promote the development of independent lifestyles through the building of individual capacity and through engagement with the wider community. As a part of the disability sector, it is anticipated that this program will be involved in the transition to the National Disability Insurance Scheme (NDIS).

Key Result Areas**Service Management**

- Develop Key Performance Indicators and establish quality control systems to ensure identified service outputs and outcomes are achieved.
- Manage the efficient and effective day to day operation of the service including the rostering of staff.
- Monitor performance and initiate responsive actions where shortfalls exist.
- Develop, promote and monitor quality customer service standards to ensure positive relationships with customers and families.
- Identify and manage areas of potential risk and provide risk management advice.
- Ensure systems and mechanisms for feedback and complaints are maintained and that actions are implemented to respond to issues raised.
- Ensure the services are creative and flexible to meet individual needs in line with the National Disability Insurance Scheme.
- Ensure the support provided embraces and promotes the Active Support Model.
- Ensure strong working relations with key stakeholders that support customer outcomes and opportunities.

People Leadership

- Establish consultative processes with staff and volunteers to create a positive work environment.
- Ensure all staff and volunteers receive a thorough induction and ongoing training.
- Monitor performance and provide feedback to staff and volunteers to ensure the program achieves required customer outcomes.
- Provide regular supervision and professional development of staff, including through the provision of team meetings to promote high performing and focussed teams.
- Maximise the strengths and skills of each staff member and recognise their capacity to contribute to overall program success.
- Oversee the supervision and support of students completing placements within the service/program as required.
- Participate in recruitment, selection and training of new team members.

Personal Development

- Participate in monthly Practice Development sessions with manager.
- Actively work to improve identified skill areas.
- Participate in development opportunities, especially in areas of service operation.

Customer Service

- Provide mentoring to direct reports on delivering prompt, flexible and professional services to external & internal customers, and on delivering an individualised service that is responsive to the needs of customers.
- Identify opportunities and work towards implementing improvements to customer service to residents/customers.

Resource Management

- Liaise with other AnglicareSA Corporate Services to maintain records and resources.
- Identify workforce requirements for Exceptional Needs Accommodation Service.
- Maintain financial and administrative systems as appropriate:
 - Assist in the preparation of program budgets
 - Monitor and analyse expenditure
 - Monitor income that is generated through the NDIS fee for service environment
- Maintain data collection and recording systems as required by funding bodies or customers as they seek NDIS funding packages.
- Provide information for annual reports and evaluations as required.
- Provide periodic customer reporting to demonstrate outcomes achieved with customers.
- Ensure the accommodation that our customers occupy is maintained to a high standard.
- Participate in an out of hours on-call roster with other Coordinators for services within the Exceptional Needs program.

Administration and Documentation

- Coordinate the collection of minimum data set for the respective teams.
- Carry out other duties commensurate with the delegation role level, as may be deemed reasonable.
- Record case notes as required.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Maintain all records in accordance with Anglicare SA's policies, standards and legislation.
- Assist in internal reviews and audits as required.

Continuous Improvement

- Contribute to the development and maintenance of systems to ensure a culture of continuous improvement.
- Keep up to date with and adhere to all relevant internal and external policies and procedures that relate to this position.
- Participate and contribute in a positive manner to quality improvement programs and other facility activities to meet Service/Accreditation Standards.
- Actively participating in own performance management appraisal.

Work Health and Safety (WH&S)

- Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

Direct Reports:

- Senior Support Workers
 - Disability Support workers
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Organisational Impact:

As Coordinator, Exceptional needs Accommodation Service, you will support the management of 24 hour supported accommodation services in a community environment, and a front-line staff team inclusive of Accommodation Rehabilitation Workers. You will be fully involved in all aspects of the day to day management of the service, including managing the relevant front line staff. Leadership and competence development in direct reports is a key responsibility of the role. Team Leaders may at times also be required to provide direct service delivery and support to the customers of the service.

As the Coordinator of Exceptional Needs Accommodation, you will be adept in customer relationship management, having responsibilities for relationships with agencies, clinicians, families and the community. You will take the lead on supporting the team to deliver an integrated approach to reducing offending behaviours, continued implementation of psycho-social rehabilitation and active support to customers, social inclusion and effective safeguarding and risk management. You will work closely with the Manager of the service to ensure that the service delivers on all targets, both financially and those around the quality of the service.

Specific Job Requirements

- You will be required to travel to other AnglicareSA sites on a regular basis.
- You will require a current driver's licence and a certified roadworthy vehicle that is registered and has minimum third party property insurance. In return, you will receive a mileage reimbursement.
- You will require a current driver's licence.
- You will have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to Families SA as required by the South Australian Child Protection Legislation.
- A current Senior First Aid Certificate must be maintained.

Standard Job Requirements (all staff)

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **CrimTrac National Police History Check**☒ **DCSI Child-Related Employment Screening****Person Specification****Qualifications**

- Cert 4 in Mental Health (non-clinical) essential
- Post graduate qualification in social work, social services or similar desirable.

Demonstrable Requirements / Selection Criteria**Supervision and Leadership**

- Proven understanding of coaching & mentoring principals and proven experience applying those principals.
- Proven ability to be able to develop the skills of staff and to be able to address performance issues to gain positive outcomes.
- Proven ability to work with staff to resolve complex problems and develop solutions that meet the needs of customers and comply with relevant legislation and organisational policies.
- Ability to work with staff constructively for professional development and performance management.
- Ability to ensure resources are best utilised to provide high quality support within budget.

Cultural Competence

- Cultural competence and ability to work with people from diverse cultures, in particular Aboriginal community.
- Proven connections and ability to work with Aboriginal customers, community and staff.

Technical Case Management and Support Skills

- Experience in case management for people with complex needs including behavioural issues.
- Awareness of the services available to people with multiple and complex needs.
- Ability to work within professional and agency boundaries, to maintain confidentiality and to demonstrate an understanding of privacy principles.
- Ability to make clear decisions in challenging and confronting situations.

Customer Service

- Proven ability to be able to work in a changing environment to meet deadlines where there are diverse workloads.
- Positive customer service and communication skills to be able to relate to and meet the needs of a diverse customer and stakeholder group.

Teamwork and Communication

- Good communication and interpersonal skills to be able to relate, to influence and be well accepted by a range of stakeholders.

Resource Management

- Ability to work within budgets.
- Ability to identify gaps in workforce capacity and recommend solutions to address.

Administration and Documentation

- Proven ability to be able to prepare and maintain required documentation.
- Ability to develop and maintain administrative and other systems for the Exceptional Needs team.

Continuous Improvement

- Proven ability to be able to identify own training and developmental needs.

WH&S

- WH&S knowledge and skills suitable for the position.

Cultural Fit

- Work within a team environment in accordance with AnglicareSA values.

Competencies

The competencies below reflect requirements for this position. They may be used as part of the selection process when recruiting for the position and for performance reviews.

General Competencies - All Positions

Job Type	Coordinator, Supervisor, Professional
Living the AnglicareSA Values	Demonstrate the values within their work area. Support team members in displaying the values.
Cultural Respect of Aboriginal Peoples	Support team members to effectively respond to the needs and aspirations of Aboriginal people and communities.
Valuing Diversity <i>(race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.)</i>	Support team members to accept, respect and appreciate individual differences.
Work Health, Safety and Environmental Awareness	Follow WHS&E policies and procedures. Support team members with WHS&E matters.
Teamwork and Cooperation	Contributes to team effectiveness and encourages cooperation.
Communication	Actively engaging in communication activities whilst undertaking their duties.

Leadership Competencies

Job Type	Coordinator
Strategic Management	Understands current priorities.
Developing People	Supports development of team members.
Financial Management / Business Acumen	Aware of the need to create value and work within a budget.
Business Development / External Relationships	Understands funding arrangements.
Quality and Risk Management	Bring quality / risk concerns to the attention of manager.

AnglicareSA Vision

Justice, respect and fullness of life for all.

AnglicareSA Purpose

AnglicareSA, on behalf of the Anglican Church, expresses God's love for individuals, families and communities by:

- Making a positive difference to quality of life.
- Responding to needs and issues in ways which enhance and protect dignity and integrity.
- Promoting social justice.

AnglicareSA Values

- **Integrity**
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

ACCEPTANCE/AUTHORISATION

Jobholder Signature: Date

Print Jobholder Name:

General Manager, Community Services: 

Date: 10 / 10 / 16