

Service Specialist – Disability Role Statement

Our Purpose

Providing all people with equal recognition, equal treatment and equal opportunity.

Our Values

Own It - How we get the job done

Respect Lives Here - How we treat other people

Keep Calm & Be Happy - How we interact with other people

Make It Matter - How we make a difference to other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service, and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.



Position

Disability Service Excellence Team Member (Service Specialist – Disability)

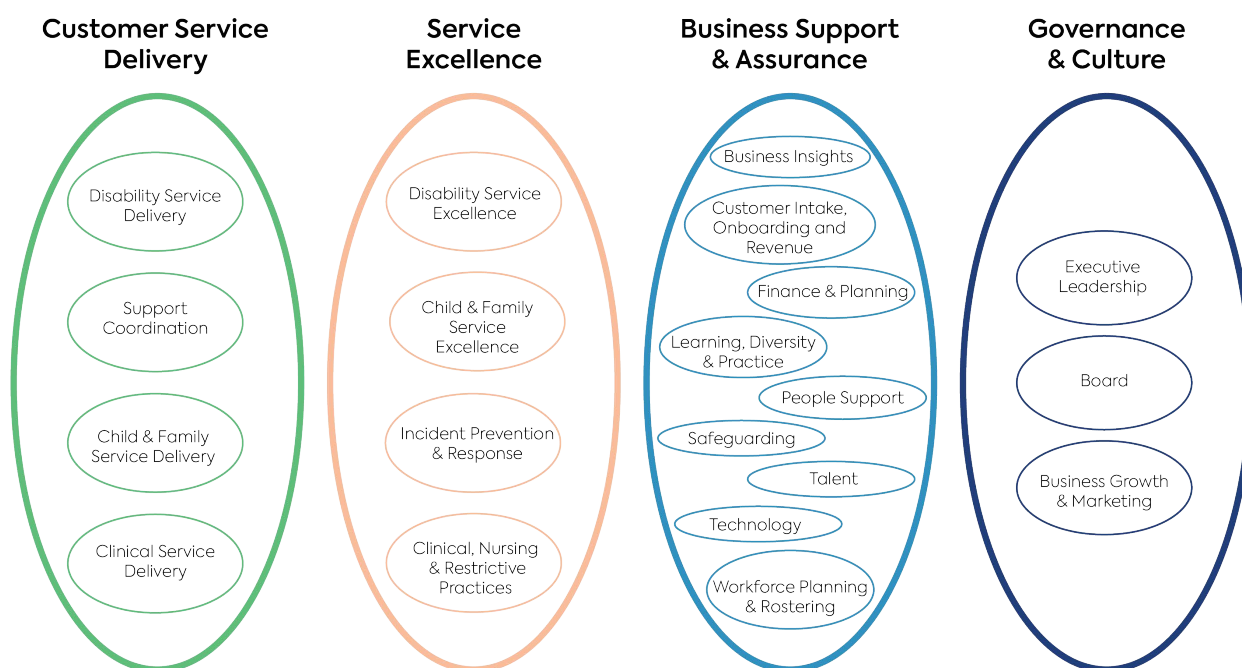
Team Purpose

The Disability Service Excellence team has been designed to support and enable teams to deliver customer outcomes. The team will focus on supporting, guiding and facilitating teams on areas such as service compliance, team-based support and local community / family engagement. The core functions of the team are:

1. **Disability Service Excellence** – focused on empowering customer service delivery teams to support customers with a disability; customer and community engagement; service compliance; and support coordination utilisation and planning practices
2. **Child and Family Service Excellence** – focused on empowering customer service delivery teams to support young people and children in our care; restoration and preservation of family home setting or independence for child and young people; child and family contract compliance; and child and young person safety and wellbeing
3. **Incident Support Prevention and Response** – focused on incident management and response across all services; critical response coordination; incident analysis and reporting; service review; and proactive and preventative incident strategy development. We had strong feedback during the design process about this team taking a more proactive approach to incidents than Lifestyle Solutions has had in the past
4. **Clinical, Nursing and Restrictive Practices** – focused on clinical service operations; restrictive practices management; behavioural planning support; clinical service practice; medication systems and framework management; comorbidities support and approach (nursing); and ongoing review of customers using assessment and panel processes.

Reporting relationship

The Executive General Manager - Customer Service Delivery, from the Governance and Culture team, is the sponsor for the Disability Service Excellence Team.



Key Team Functions

Responsibility for Coordination & Control

The Disability Service Excellence Team is responsible for creating service delivery outcomes for our customers with a disability, ensuring service compliance is achieved and maintained at all times, with a strong focus on creating a positive experience. This means the Service Specialist – Disability will:

1. negotiate and agree goals with the relevant Executive Sponsor
2. is responsible for regularly monitoring goals, reporting progress, identifying and implementing corrective actions and achieving of the goals
3. ensure that the skills needed to perform their functions/roles and achieve the Teams' goals are maintained
4. establish and maintain a documented plan for how his or her tasks are allocated by the Team
5. provide back-up coverage and perform other duties as required to maintain continuity of contact with other parts of Lifestyle Solutions and external parties within budget, regulatory and compliance parameters
6. engage directly with the Governance & Culture team, Customer Service Delivery team(s), Service Excellence teams and Business Support & Assurance teams as required to comply with organisational protocols and perform team functions.

The table below outlines the key functions of the Disability Service Excellence Team including the Services Specialist – Disability:

Service Quality & Compliance	Supporting and enabling service delivery	Local stakeholder engagement
<ol style="list-style-type: none"> 1. Provide assurance of compliance with contractual, regulatory and safeguarding standards and requirements 2. Ensure compliance to support coordination, clinical and restrictive practices frameworks, legislation, and requirements 3. Conduct or facilitate local practice reflection, support activities including service reviews 4. Service-based compliance and monitoring of quality of service (QoS) 5. Ensuring services are operating within service agreements and funding parameters 6. Endorsing of team SMART goals for Customer Service Delivery teams 7. Review & contribute to continuous improvement plan actions 8. Collating information required for mandatory reporting 	<ol style="list-style-type: none"> 1. Support existing customer service review and renewal (inc. service agreement completion) 2. Local supporting of teams in delivering service and outcomes for customers with a disability 3. Ensuring personal centered planning tools and practices are in place 4. Supporting and guiding Support Coordination utilisation and planning practice 5. Support local teams in the monitoring and review of customer outcomes and goals 6. Support and/or facilitate team member recruitment and onboarding 7. Coordinate provision of reflection and support, and/or employee assistance strategies for employees 8. Act as a backup for medication competency assessment 	<ol style="list-style-type: none"> 1. Lead and support local community, customer and family engagement and relationship development 2. Develop and analyse customer insights and trends to drive service improvement 3. Support and/or resolve incidents for, or with customer facing teams where the appropriate skills, knowledge and experience are available

Service Quality and Compliance

The Service Specialist – Disability will be responsible for overseeing quality and compliance of services and to that effect, ensure services remain compliant against the NDIS Quality and Safeguarding Framework. They will also ensure funding is current, Service Level Agreements (SLAs) are compliant and well executed and services are operating within relevant policy, procedures and frameworks.

Supporting and enabling service delivery

The Service Specialist – Disability will focus on providing and supporting service practices which support care models such as Reflective and Support, ensuring practice reviews are supported, teams have adequate support to deliver positive customer experience and plans are in place and on track to being achieved.

Local stakeholder engagement

The Service Specialist – Disability will develop and maintain strong relationships with families and effective working relationships with the Local Area Coordinator, focused on building trust and advocacy for our customers. The Service Specialist – Disability will ensure timely reviews are undertaken and opportunities for improvement are reported through to the organisation.

Role Objective of the Service Specialist – Disability

The role of the Service Specialist – Disability is to:

1. enable and support Customer Service Delivery teams to create positive customer outcomes and satisfaction through a focus on planning, goal achievement and outcomes
2. monitor and ensure service compliance at all time
3. manage individual contracts and funding agreements
4. establish and maintain relevant systems, processes and tools which enable Customer Service Delivery teams to effectively engage with customers
5. contribute and facilitate specific service improvement plans relating to Disability services.

Key Role Responsibilities of the Service Specialist – Disability

1. Lead and support local community, customer and family engagement and relationship development.
2. Develop and analyse customer insights and trends to drive service improvement.
3. Conduct or facilitate local practice reflection, support activities including service reviews.
4. Local supporting of teams in delivering service and outcomes for customers.
5. Ensuring personal centered planning tools and practices are in place.

Skills & Selection Criteria

1. Extensive experience in relationship development and management
6. Extensive experience in customer service, with strong business acumen
7. Proven ability to work in Incident response and crisis coordination, including accurate reporting and effective decision making
8. Proven ability to effectively identify business insights, trend analysis and reporting
9. Demonstrated ability to effectively problem solve complex issues and apply critical thinking
10. Expert facilitation and communication skills (written and verbal, including presenting to groups)
11. Sound knowledge and experience in business systems: RiskMan, Carelink and SolvSafety (desirable)
12. Demonstrated ability to perform business related activities such as negotiation, support coordination planning and experience in developing staff
13. Demonstrated clinical expertise including authoring of behavioural support plans
14. Proven ability to work collaboratively with external and internal stakeholders
15. Demonstrated ability to effectively deliver balanced outcomes across customer, financial and workforce perspectives
16. Experienced in Therapeutic based care models (i.e. ARC, Reflective and Support)
17. Knowledge of customer review panel processes (desirable).

Disability Service Excellence Team Members will ensure the Disability Service Excellence team possesses enough knowledge and skills to safely, efficiently and effectively meet its accountabilities and goals.

The Disability Service Excellence team is required to participate in regular team meetings to review team skills and identify gaps. Team Members are required to obtain additional skills where a skill gap has been identified.

Recruitment and Learning and Development are guided by a regular evaluation of each Team's skills matrix and an assessment of specific skill gaps within each Team.

Probity and Workplace Health & Safety

All staff within Lifestyle Solutions must adhere to their obligations to maintain appropriate probity clearances and obligations under the relevant Workplace Health and Safety legislation.

All staff have a duty of care to take all steps reasonably practicable to ensure their own safety and the safety of others.

All staff have an obligation to notify Lifestyle Solutions immediately if there is any event which may affect their ability to meet the requirements of the relevant probity clearances.

Team based working, Technology and Systems

All staff within Lifestyle Solutions must have the skills and attributes for working effectively in a team-based structure.

Lifestyle Solutions staff must also embrace all forms of technology (from manual processes and system to sophisticated cloud/mobile software).

Collaborative problem solving and continuous improvement are essential requirements for Lifestyle Solutions staff and external parties who provide professional services to the organisation.

Acknowledgement of Role Statement

I, _____ (print name)

Have read and understand the responsibilities of my employment as a Service Specialist – Disability Team member as outlined in this role Statement.

Signed: _____

Date: _____