# Service coordinator

## Developed using the [workforce capability framework](http://www.idfnsw.org.au/people-and-capability-career-planning-capability-framework)

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| **Job family** | Management (M) |
| **Workforce capability framework level** | M 9  |
| **Reporting to** | Regional manager |
| **Directly supervising** | Support Workers |
| **Date prepared** | January 2016 |

## Position purpose

This position ensures the effective delivery of customer services by leading a team consistent with organisation policy and plans. The role contributes to the implementation of operational plans in the position’s areas of operation. The role is also responsible for the performance management and development of the team members.

## Strategic core requirements

| **Key responsibility areas**  | **Capability requirements** | **Key performance measures** |
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| **Sector and organisation purpose and values** | * Working knowledge of human rights based approaches and the individual and community context of disability.
* Detailed understanding of the role, vision, mission and values of the organisation and the supports and services offered.
* Aligns with sector and organisation approaches and values.
* Understands the strategic direction under which the organisation operates.
* Working knowledge of organisation infrastructure.
 | * Behaves consistently in line with organisation values, policy and procedure.
* Shows and applies sector and organisation knowledge.
* Understands and utilises the relationship with and responsibility of other business areas.
* Promotes a strengths-based approach to delivering services.
* Recognises the importance of dignity for the people supported by the team and in their interactions with others.
* Receives positive feedback from staff, customers and community regarding alignment with organisation values, policy and procedure.
* Understands and implements disability service standards and organisation policies.

Initials:  |
| **Leadership and teamwork** | * Lead a team, (within the context of multiple complex service offerings) monitoring and coaching to achieve required outcomes/performance.
* Provides support to higher level roles.
* Shares knowledge and information and contributes to professional team meetings.
* Schedules own work and contributes to work planning.
* Monitors the progress of work and, under guidance, will estimate, cost and schedule work
* Evaluates the work of others
 | * Applies effective leadership practices and approaches to develop and grow the team.
* Receives positive feedback from the team regarding leadership style and results.
* Achieves performance targets and organisation requirements for the team through the effective leadership of the team.
* Guides staff and teams in meeting organisation and external HR, WHS and other standards.
* Reports regularly and effectively to Regional Manager, meeting required reporting standards.
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| **Communication** | * Develops flexible communication techniques that engender positive engaging relationships.
* Has good listening skills and seeks, provides and/or shares information appropriately and respectfully; developing influencing skills.
* Has a network of relevant contacts to resolve work issues.
* Acquires basic negotiation techniques in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.
 | * Writes reports that are easy to interpret and include evidence and examples.
* Applies problem resolution and negotiation skills effectively.
* Communicates orally and in writing at an appropriate standard, meeting requirements for the role.
* Establishes and effectively uses a network of internal and external people relevant to the role.
* Conducts communications according to organisation values and procedure.
* Presents and communicates effectively in group discussion and meetings.
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| **Customer relationships** | * Uses thorough and advanced professional competence to perform relevant professional work supporting customers with problem solving and decision making about their needs and expectations.
* Able to effectively deal with sensitive and serious matters and work with senior staff to resolve these
* Understands diversity and confidentiality requirements.
* On straightforward matters, maintains regular communication with stakeholders.
 | * Uses survey and feedback mechanisms to assess service standards and quality benchmarks. Uses information to recommend changes to approach in programs and/or support.
* Achieves required standard and quality benchmarks for client and customer services.
* Ensures complaints / incidents and reportable incidents are addressed according to the organisation’s policy and procedure, including escalating appropriately when required.
* Reports regularly on appropriate and agreed customer interaction and relationship activities.
* Plans and communicates with customers effectively and according to organisation policy and procedure.
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| **Personal accountability** | * Understands the intent and framework of relevant compliance legislation, quality standards, policies & procedures relevant to the role, and where to find necessary information.
* Addresses and mitigates risk.
* In depth understanding of requirements for health, safety and wellbeing and to an effective workplace.
* Understands the need to appropriately use financial and other resources.
* Able to market and promote organisation service offerings and work with other agencies and stakeholders.
 | * Meets organisation targets for the team in terms of WHS and risk management and compliance.
* Minimises or eliminates injury and risk through putting in place and monitoring appropriate work procedures.
* Uses and regularly maintains an appropriate risk matrix to identify and respond to risk.
* Provides opportunity for staff to report hazards and risks and provide feedback.
* Resources and provides staff training activity and maintains appropriate and up to date records.
* Implements and regularly reviews policy, procedure and structure that is effective and appropriate, and responds to feedback from staff and other stakeholders.
* Represents the organisation appropriately externally and in accordance with agreed plans for relationship development.
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| **Innovation** | * Approaches own work and problem resolution creatively and flexibly.
* Supports innovation and creativity at the individual and team level.
* Understands quality principles, and application of quality improvement methods.
* Exercises initiative and judgement, under guidance, to creatively improve service / product offerings
 | * Encourages team members to provide feedback and suggestions on the work environment and work processes.
* Provides regular opportunities for staff to provide feedback and ideas, ensuring items are discussed and acted upon as appropriate.
* Implements proactive training and education to ensure that staff are using up to date technology and procedures.
* Utilises organisation’s quality systems to monitor and implement agreed service improvement approaches in the team.
* Understands and makes sound decisions based on the boundaries of the team’s responsibility.
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| **Experience and qualifications** | * A relevant tertiary qualification and/or equivalent experience (certificate 4 or above)
* Demonstrates knowledge and skills equivalent to discipline specific competencies for this level.
* Understands the need for professional learning of self and others; undertakes regular professional development to build skills to next level.
 | * Shows commitment to ongoing professional development.
* Attends appropriate development activities for role.
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## Functional requirements

| **Key responsibility areas**  | **Capability requirements** | **Key performance measures** |
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| **Dimensions, scope and complexity** | * Coordinates delivery of services and leads a team in part of a larger organisation.
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| **Community engagement** | * Develops and implements local community engagement activities and plans and utilises local networks.
* Represents the organisation appropriately.
* Develops recommendations to build community engagement and capacity.
* Participates in and assists in developing wider networks with other agencies, volunteer groups and community organisations.
 | * Collaborates across the organisation with peers and with managers in other organisations.
* Uses networking opportunities and connections to achieve outcomes for client service provision.
* Supports team in relationship development.
* Builds and contributes to positive relationships with other relevant organisations.
* Contributes positively to the organisation’s service reputation.
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| **Operational planning and execution** | * Competent level of professional knowledge of relevant legislation and external and internal requirements.
* Plans and develops components of programs and projects.
* Works under general professional direction in relation to service/program delivery involving standard methods and requirements and use of technology.
* Provides support to higher level managers.
 | * Has plans in place designed to meet operational objectives for the team.
* Monitors and meets agreed targets for budgets and service quality and outcomes.
* Makes operational decisions that are sound and consistent with service and customer requirements.
* Utilises systems to capture service data.
* Rolls out agreed outcome measures for services delivered.
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| **Risk management** | * Operates within the organisation’s risk framework.
* Analyses the relevant business or service environment to identify current and emerging risks, using standard tools.
* Advises on identified risks and actions required, and takes appropriate corrective action.
 | * Follows and documents compliance with organisation risk management and quality assurance requirements.
* Identifies and proactively anticipates and control risks including WHS.
* Regularly communicates with other managers to ensure risks are managed and communicated.
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| **People management** | * Leads a team with different tasks such as the delivery of a variety of multiple and/or complex individual services.
* Inspires, motivates, coaches, evaluates performance, and provides feedback to staff.
* Creates a positive learning and development culture.
* Understands and applies contemporary HR practices
 | * Sets objectives for the team and has monitoring systems in place to ensure objectives are being met.
* Achieves positive outcomes and meets business performance targets through effective staff performance appraisal processes and development.
* Puts in place resources to enable team to complete appropriate training.
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| **Financial management** | * Supports senior management and finance personnel by participating in budget preparation and associated finance and administration tasks.
* Identifies and reports on budget as required
 | * Prepares staff, rostering and budget information in a timely way as requested.
* Responds to queries about budget changes and expenditure as required
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| **Organisation relationships** | * Supports other team members, actively driving and contributing to team goals; assists higher-level staff with projects
 | * Contributes to management team processes.
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