# Position Description

# Quality Living Group Coordinator

**Vision Australia, supporting people who are blind or have low vision to live the life they choose.**

## Purpose of Position

As a quality living group coordinator, you will perform the responsibilities directed to you by your Quality Living Program manager. There are a variety of tasks that must be undertaken as part of the position which are aimed at providing emotional help and practical support to our clients.

## Context

Vision Australia is a national, for purpose organisation that aspires to have a positive measurable impact on the lives of people who are blind or have low vision in the areas of education, employment, independence and social inclusion. The organisation is proactively transforming itself in response to major changes in our funding models and the expectations of the blind and low vision community.

This position sits within the Client Services group of Vision Australia. The group is responsible for providing personalised services in Education, Employment, Independence and Social Inclusion (EEISI) through a trans-disciplinary model to three client groups: Children and young people (18-25 years) - Supporting youth and family goal achievement; Adult (26-65 years) - Supporting Individual goal achievement; and Older adults (65+ years) - Supporting Individual goal achievement.

## Principal Responsibilities

* Coordinate activities within the Quality Living program including promotions, rostering, liaising, training, and recording in order to achieve desired outcomes for clients.
* Plan and facilitate Quality Living and other groups that provide clients with the emotional support services they need.
* Deliver professional and person centred customer service in every interaction.
* Coordinate the provision of service to clients and their families, and liaise with external service providers to achieve the desired outcomes for all clients.
* Monitor and maintain accurate, up to date client records in accordance with professional standards, Vision Australia policy and procedures and relevant legislation.
* Participate in continuous professional development to ensure that clients and their families have access to the best information and resources available for their outcomes.
* Work collaboratively within the Quality Living Team and with other service delivery staff and Regional Client Service Managers to provide transdisciplinary, holistic services for Vision Australia clients;.
* Other duties as required.

## Key Performance Indicators

Key performance indicators will be clearly defined through the performance planning process.

## Essential Job Competencies

* Equivalent or above Graduate Diploma Qualification e.g. social work, human services, psychology, counselling, or demonstrated equivalent with practical experience.
* Demonstrated experience maintaining composure in a group facilitation environment.
* Demonstrated ability to communicate with clients to identify their aspirations, needs and goals.
* Demonstrated experience in planning and delivering group programs that will meet individual and group goals.
* Experience interpreting group dynamics, appropriately responding and/or redirecting discussions effectively.
* Evidence of engaging and supporting a diverse group including delivery through face to face activities and over the telephone.
* Evidence of ability to manage multiple priorities simultaneously, make sound decisions through analysis and problem solving all while maintaining a positive attitude.
* Well-developed written, verbal and interpersonal communication skills and ability to build rapport.

## Organizational Values

The expectation that we set is that our workforce understands and models our values and behaviours in everything they do 100% of the time. *<only applicable to manager roles – Our managers are required to also ensure that their team understands and models our values and behaviours>*;

* Person-Centred - We measure our success in terms of outcomes for our clients;
* Accountable - We hold ourselves responsible for what we do and don’t do;
* Collaborative - We work well together and with others to deliver the best possible outcomes;
* Commercially Focussed - We work efficiently and responsibly to sustain and grow our services and influence;
* Agile - We will adapt, learn and innovate to have a positive impact in a changing environment.

## Vision Australia environment

Many Vision Australia employees work with Seeing Eye Dogs and all employees are likely to have contact with working dogs.

Employment is subject to the Organisation receiving a National Police Record Check, a Working with Children Check and NDIS Screening Check.

## Role Scope

**Reports to: Team Leader, Quality Living**

Direct Report Staff: 0

In-Direct Report Staff: 0

## Review of Job Description

This job description will be reviewed in line with the performance planning and appraisal process.

## Additional role requirements

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