



Cam Can Incorporated JDF – SERVICE COORDINATOR

Position Reports to:

Operations Manager

Scope:

The Service Coordinator is responsible for the effective management and mentoring of Support Workers and Team Leaders for whom they have delegated authority. The position is responsible for monitoring the quality and effectiveness of service delivery in line with the principles and objectives of Cam Can and providing reports and compiling data related to service delivery. Additional duties encompass the successful delivery of community based initiatives to promote the integration of people with disabilities into the wider community as far as is reasonable practicable.

Key Responsibilities

- 1. Provide leadership and mentoring to support workers to deliver high quality services and supports that are reflective of the organisation's philosophy.**
 - Monitor performance and undertake performance evaluations of direct support staff.
 - Supervise, mentor and support direct support staff to achieve individual outcomes.
 - Identify direct support gaps and implement solutions.
 - Conduct and oversee the recruitment and induction of new staff
 - Delegate tasks and responsibilities to direct support staff.
 - Monitor risk and ensure compliance with OHS procedures.
 - Provide ongoing support to direct support staff in the organisation's policies and procedures.

- 2. Plan, develop and monitor individual programs in collaboration with individuals, families and other relevant people based upon the individual's gifts and contributions.**
 - Build effective working relationships with individuals, families, direct care staff and the local community.

- Assist individuals in identifying and utilising community connections and informal support networks.
- Provide training and mentoring support to individuals, families and direct support staff in person centred approaches.
- Participate in the implementation of strategies identified in the organisation's business and strategic plans.

3. Maintain a positive work environment and meet with individuals, families and direct support staff on a regular basis to encourage feedback and partnerships.

- Coordinate individual options that are tailored to meet individual needs and promote community inclusion.
- Monitor and evaluate quality of service delivery against identified service outcomes.
- Liaise with other professional staff involved in the lives of individuals as and when appropriate.
- Develop links with the community to facilitate the inclusion of individuals in their community.
- Ensure individual program outcomes are met.

4. Evaluate individual services in conjunction with the individual, their families and support staff, making reference to service outcomes and compliance with the Disability Service Standards.

- Organise and maintain administrative records and contribute to the effective operation of the organisation.
- Provide relevant data for reporting purposes and respond to requests for information.

5. Complete other duties as directed.

- Participate in a supervision and performance development process and undertakes training and development related to the position.

ESSENTIAL CRITERIA

- Knowledge of and commitment to the values and principles that underpin person centred practice.
- Demonstrated understanding of and experience in person centred planning.
- Demonstrated ability to lead a work group and recruit, support and mentor direct support staff in the delivery of high quality individualised supports.
- Sound interpersonal skills and ability to develop community connections and support networks
- Demonstrated achievement and commitment to the inclusion of people with disabilities.
- Demonstrated creativity and commitment to individualised supports that are directed by a person centred approach.

- Demonstrated ability to assess, develop, implement and review individualised support plans.
- Effective time management and organisational skills.
- High level of communication (written and verbal) and a demonstrated ability to plan, set priorities and monitor workflow.
- Current National Police Clearance Certificate (issued within past 3 months)
- Current Senior First Aid Certificate (with minimum of 9 months currency)
- Current A or E class Drivers Licence
- Current Working with Children's Card
- Competency with Microsoft Office

DESIRABLE

- Relevant post secondary qualifications