

## Position Description

### Position Details

Position:	Regional Coordinator - Western Adelaide		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	2 Year contract with possible Extension subject to ongoing funding	Probation period:	6 Months
Level:	6	Work Base:	Western Adelaide
Reports To:	General Manager	Direct Reports:	1 (subject to review)
Context:	<p>HCO is committed to ensuring that the values of the association are upheld through the provision of a professional, Client centred service by:</p> <ul style="list-style-type: none"> <li>• Valuing the uniqueness of the individual</li> <li>• Promotion of community inclusion</li> <li>• Promotion of social equality</li> <li>• Provision of a continuous learning environment for all</li> </ul>		
Position Objectives:	<ul style="list-style-type: none"> <li>• The development and growth of HCO services in Western Adelaide</li> <li>• To develop and implement strategies to retain existing clients, enhance relationships with stakeholders, and consolidate partnerships that could be translated into new service opportunities</li> <li>• To partner with HCO leadership &amp; corporate teams to design and implement strategies and activities that allow HCO to generate effective communication channels with new and existing Clients and markets in Western Adelaide</li> <li>• Responsibility for overseeing intake functions</li> <li>• To ensure the provision of a quality person centred service to Clients living in the Western Adelaide region</li> <li>• To be involved in establishing new and co-ordinating existing procedures and practices at regional &amp; organisational level</li> <li>• The coordination of existing HCO Services in Western Adelaide.</li> </ul>		

**Key Responsibilities:**

- Design and implement a growth plan for new service areas focused on customer service that effectively sets achievable goals/objectives aligned to HCO goals and strategy.
- Drive the development of new services by implementing strategies to consolidate partnerships and referral streams and contribute to client attraction and retention
- Find, cultivate and establish value-add relationships and strategic partnerships with external referral pathways
- In conjunction with HCO Leadership, develop new models of practice and services that result in growth of HCO services in Western Adelaide
- Collaborate with business development and service delivery teams
- Any other duties commensurate with your level and skill set.

**Key Working Relationships:**

**Internal:**

- HCO Executive
- Corporate Services Teams
- Client Services Leadership
- Team Leaders
- Staff
- Volunteers

**External:**

- Clients & families
- Government and Non-Government Agencies

**Special Conditions:**

- Successful DHS Worker Screenings
- NDIS Worker Orientation Module
- Out of hours work as required
- Participation in the HCO Emergency On-Call Roster
- Attendance at intra-state and interstate conferences and meetings as required
- Hold a current SA Driver's License
- Hold a current Senior First Aid & CPR certificate
- Hold qualifications in medication administration & Child Safe Environments.

### **Position Description**

- Work in conjunction with the CEO and General Manager to build and grow services in the Western Adelaide Region
- Initiate and take responsibility for the development and implementation of new accommodation and in-home supports to meet growth & strategic plan targets in Western Adelaide
- Build relationships with new referrals/partners/clients which drive business growth
- Participate in sector wide forums to keep up to date with broader issues affecting people with disabilities and their families whilst also establishing and building relationships in the industry which will assist in driving growth
- Maintain sound contacts and networks with other service providers and community services
- Take responsibility for existing HCO Services in Western Adelaide
- Provide leadership & management to existing HCO staff teams in Western Adelaide
- Contribute to organisational wide projects and development.

## Core Capabilities

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### Communication:

- Create comprehensive reports or other documents to communicate ideas or concepts related to complex or sensitive issues
- Use high level written and verbal communication skills to ensure meanings are understood
- Communicates in a manner that is consistent with HCO values

### Service Improvement:

- Identify and lead on continuous improvements projects that help meet Strategic Objectives
- Identify, develop and evaluate improvements to organisational policies, procedures and practices
- Build a continuous improvement culture

### Flexibility and Adaptability:

- Adapt positively to changes in the environment and work demands
- Demonstrate flexibility in thinking
- Show flexibility in coping with multiple and changing priorities

### Team Working:

- Develop a participative team environment through regular meetings and ensuring team members receive appropriate instructions, information and advice
- Be proactive in identifying and resolving issues and problems within the workplace
- Exercises tact, tolerance and humour to promote team harmony
- Work effectively to reduce silos and encourage collaboration across teams

### Work Health & Safety:

- Ensure the safety of others and manage WHS in accordance with legislation and HCO's WHS policies and procedures
- Identify the need for WHS related training for staff and manage staff absences to attend training
- Co-operate with the Return to Work Co-ordinator in the rehabilitation of injured staff
- Participate in WHS related training, safety briefings and updates as required

### Financial:

- Adhere to all financial processes and policies including approvals and processing procedures

**Leadership:**

- Demonstrate open leadership and motivate others during change
- Provide clarity and maintain focus in turbulent situations
- Live and promotes the values and goals of HCO

**Strategy and Planning:**

- Active participation in futures planning of HCO's Strategic and Operational Plans
- Contribute to workforce planning and development as it relates to the changing operational environment
- Develop and/or recognise opportunities to enhance the public profile of HCO and the work it does

**People Development:**

- Provide direction and supervise staff working in the Western Region Team on their daily activities to ensure achievement of individual key result areas
- Provide regular, timely feedback to team members
- Celebrate positive performance
- Proactively support high performance through mentoring and constructive feedback
- Participate in the recruitment and selection of staff
- Prepare annual staff development plans
- Proactively manage staff's attendance on mandatory training and at team meetings

**Key Outcomes**

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**Requirements:**

- Growth in Services in the Western Adelaide Region in line with HCO Strategic Directions and budget targets
  - Retention of existing clients in Western Adelaide Region
  - Effective leadership and supervision of the Western Adelaide Team
  - Contribution to the overall growth and development of HCO
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## Selection Criteria

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### Essential:

#### Qualifications:

- A Degree in Disability Studies, Social Science, Human Services or equivalent.

#### Experience:

- Extensive previous experience in a business development role, key account management or client relationship role in a not for profit environment and disability/aged or health sector
- Experience in building & managing a high performing team within the Community Services Sector.
- Demonstrated capacity of working collaboratively with persons with a disability and their families, carers and networks to develop services.
- Experience of working under pressure and achieving desired outcomes within agreed time frames
- Exceptional people skills and empathy, with an ability to build strong relationships.
- Excellent written and verbal communication and presentation skills
- Established relationships within the Disability and Community Services sector preferably including Western Adelaide
- Strong values, principled, creative, committed and responsive.
- Sound level of computer literacy and understanding of IT systems

#### Knowledge:

- Informed current knowledge of leading teams and best practice in disability and working knowledge of the NDIS
- Understanding of legislation pertinent to the statutory requirements for Disability Service Standards, WH&S, Equal Opportunity and Anti-Discrimination
- Current knowledge of disability sector issues

### Desirable:

- Experience in operating within local networks, committees and organisations building organisational profile and brand awareness

## Approval

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Name:

Sue Horsnell

Position:

CEO

Approval Date:

Approval Review  
Date: