



POSITION DESCRIPTION

POSITION TITLE	Senior Early Childhood Early Intervention Coordinator
DIVISION	NDIS Services
DEPARTMENT	Early Childhood Early Intervention
REPORTS TO	Senior Manager Early Childhood Early Intervention

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DIVISION AND DEPARTMENT PURPOSE

The division of NDIS Services comprises of Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) services. The Brotherhood of St Laurence is a partner in the community delivering LAC and ECEI services in five areas across metropolitan Melbourne including North East Melbourne, Bayside Peninsula, Hume Moreland, Brimbank Melton and Western Melbourne.

The ECEI team supports children aged 0-6 years who have a developmental delay or disability and their families/carers. The ECEI approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes

throughout their life. Our ECEI team consists of experienced early intervention specialists who are responsible for delivering the range of ECEI functions including assessment, planning and interventions in line with the NDIA guidelines and ECIA best practice.

POSITION PURPOSE

The Senior ECEI Coordinator is responsible for the delivery and implementation of the NDIS ECEI approach in their contracted area.

This position will lead a small specialist team as well as delivering family centred information, assessment, planning and support services in line with the NDIS ECEI approach.

The Senior ECEI Coordinator will be a specialist allied health or early childhood educator with expertise and experience in leadership, early childhood development and disability. The Senior ECEI Coordinator will be aware of and able to mentor others in providing services in line with the ECIA best practice guidelines.

KEY RESPONSIBILITIES AND DUTIES

- Support the delivery of a high quality ECEI service in accordance with the contract, program guidelines, Early Childhood Intervention Services (ECIS) best practice principles and relevant legislative obligations.
- Work in collaboration with other Brotherhood ECEI teams to ensure consistency and quality across teams.
- Develop effective strategies to implement and maintain relationships with internal and external stakeholders, e.g. children's service providers, peak bodies, advocacy groups, NDIA, with the aim of working collaboratively to ensure best practice is upheld and customers experience continuity of service.
- Ensure practices and processes are in place to enable service level monitoring, evaluation and reporting against Key Performance Indicators (KPIs) and to ensure required outcomes and performance measures are met.
- Work collaboratively with ECEI and Local Area Co-ordination (LAC) teams to identify opportunities for quality improvement, service development and improvement and potential resource implications.
- In partnership with families develop individualised Plans that will accurately record the family's priorities and needs.
- Efficiently and effectively manage a complex case/client list.
- Prepare assessment reports and initial plans and reviews that are sensitive to the particular cultures, values and beliefs of people from diverse backgrounds and utilise interpreter services when necessary.
- Build capacity and enable others while managing realistic expectations.
- Provide information to families that reflects their needs and links them into appropriate Universal and Specialist Services to meet their child's developmental needs.
- Contribute to building a cohesive team and provide constructive feedback, coaching and mentoring to other ECEI intake team members.
- Contribute to the development, implementation, review and improvement of processes, resources, training materials and manuals to deliver outcomes and maintain standards in accordance with the required KPIs.

- Analyse the service environment to identify current and emerging trends, opportunities and risks. Contribute to the analysis and monitoring of performance data to improve outcomes.
- Support the development of a reflective culture to inform, maintain and improve performance.
- Support approved evaluation and research projects.
- Work closely with ECEI and LAC leadership and the Brotherhood management team to identify issues that may affect service quality, and implement appropriate action.
- Ensure NDIS, contractual and organisational requirements are met, and ensure that performance is tracked and reported accordingly.
- Deliver all licence, contractual, KPIs, targets and funding requirements to a high quality and in a timely manner.
- Manage risk, safety, health and compliance in area of responsibility and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.
- Develop relationships across the community, businesses and the disability sector.
- Find innovative solutions to resolve stakeholder issues.
- Identify and respond to stakeholders underlying needs.
- Represent ECEI Services within the Brotherhood and to disability providers, peak bodies, community groups, government bodies and people with disability where appropriate.
- Deliver public presentations about ECEI Services, NDIS and other relevant topics as required.
- Build relationships with individuals and organisations within the region that will aid in building community capacity in support of the service.
- Monitor client and stakeholder engagement and satisfaction and provide feedback to Managers where necessary.
- Link people with other areas (as appropriate).
- Constructively engage with a diverse range of stakeholders.
- Work in partnership with families to develop intake plans that will guide the development, delivery and evaluation of all aspects of service provision.
- Effectively communicate and support partnerships and networks to lift performance and assist vulnerable children and learners.
- Support the management of services according to the approved budget
- Complete timely and accurate data collection
- Other duties as required

SCOPE OF RESPONSIBILITY

Direct Reports ECEI Coordinators

ORGANISATIONAL RELATIONSHIPS

Internal Stakeholders Children, Youth and Family Team, ECEI team, LAC team and other Brotherhood divisions

External Stakeholders Children with developmental delay or disability and families, NDIA, Community Service organisations and networks, Disability providers, Local Government officials/representatives, Peak bodies, Suppliers

KEY SELECTION CRITERIA

Essential

- Relevant tertiary qualification, industry experience and registration with AHPRA or other relevant body.
- Extensive knowledge and application of early childhood development, developmental delay and the early intervention service sector.
- Ability to identify the needs of children and their families and make judgements regarding eligibility for ECEI NDIS support services and develop plans according to NDIA guidelines.
- Experience in mentoring and coaching team members to ensure consistency and quality within the ECEI team.
- Excellent communication skills to work honestly and in partnership with families regarding eligibility to NDIS supports.
- Demonstrated understanding of the National Disability Insurance Scheme, the ECEI approach and early childhood best practice principles.
- Highly developed conceptual and analytical ability.
- A demonstrated ability to efficiently and effectively manage a complex case/client list.
- Experience in identifying and implementing continual service improvements.
- Highly developed interpersonal skills and demonstrated ability to liaise and build collaborative positive working relationships with children, families and service providers.
- Highly developed time management and organisational skills including the ability to multi-task, prioritise workload and meet deadlines.
- Demonstrated skills in conflict resolution and change management.
- Understanding of and empathy with the values of the Brotherhood and the NDIS.

Desirable

- Experience in customer facing environments that support or provide services to the community will be highly regarded.
- A commitment experience in delivering services using strengths based and person centred principles.
- Experience of working in service systems that inform and empower service users.
- A background in or experience in working with CALD or Aboriginal and Torres Strait Islander communities will be highly regarded.

MANDATORY EMPLOYMENT CRITERIA

- specific work requirements include weekend work, evening shifts, public holidays, work based travel and attendance at a variety of different work locations
- proof of eligibility to work in Australia is required
- a satisfactory Police Check is required. The Brotherhood will facilitate this process
- a Working with Children Check is required for this position. The Brotherhood will facilitate this process

- a satisfactory Disability Worker Exclusion Scheme (DWES) Check is required. The Brotherhood will facilitate this process.