



BRAINWAVE

Supporting children with neurological conditions

Position Description Program Coordinator

Position type: Full time or 0.8FTE
Reports to: Chief Executive Officer
Date: September 2021

About Brainwave Australia

Brainwave was founded in 1994 to provide practical support and care to children impacted by neurological conditions and their families. Brain injury and illness change people's lives and futures. We are here for the whole family from the point of diagnosis onwards. No matter where families are in Australia, we help support them by providing holistic support in times of crisis, ongoing access to information and resources, and build meaningful social connections with and between families.

Our Vision

To ensure that all families have the best access to resources and support so they can bounce back when adversity strikes.

Our Purpose

To support families and children with brain injuries and illnesses to adapt and thrive.

We Believe

Informed, resilient and connected families enable the best outcomes for children

Role Purpose

The primary purpose of the Program Coordinator is to develop and coordinate Brainwave Australia's support to families and children with brain injuries and illnesses to achieve their goals.

Key responsibilities	<p><u>Stakeholder management</u></p> <ul style="list-style-type: none">• Build and maintain relationships with key staff at children's hospitals, neurological condition based and disability NFPs and peak bodies• Build and maintain relationships with families• Coordinate the Parent Advisory Group• Build and maintain relationships with colleagues and Board members• Represent Brainwave in networks and consultations <p><u>Program impact and development</u></p> <ul style="list-style-type: none">• Coordinate the MEL framework and measurement of impact• Lead the improvement of Brainwave's programs, including growing Brainwave's national footprint• Develop new programs in liaison with the CEO, including with NDIS <p><u>Quality and compliance</u></p> <ul style="list-style-type: none">• Compliance with Brainwaves policies, procedures, professional standards and ethics.
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	<ul style="list-style-type: none"> • Keep up-to-date with changes in the NDIS and other relevant government policies and legislation, to ensure compliance within your area of responsibility. • Commitment to continuous quality improvement and accreditation processes. • Identify and implement improvements in operational processes and procedures to enhance program functions. • Maintain confidentiality at all times, in all matters in relation to Brainwave Australia and our participants <p><u>Reporting</u></p> <ul style="list-style-type: none"> • Maintain up to date records in Salesforce • Provide program information as requested • Attend team meetings • Report monthly to the CEO • Present to the Board and key stakeholders <p><u>Diagnosis support</u></p> <ul style="list-style-type: none"> • Liaise with families and children’s hospital staff for registration and support needs • Coordinate resources, tool and information for parents at hospitals and online • Coordinate Bear Essential Packs distributed via hospitals • Coordinate emergency accommodation vouchers <p><u>Whole of family support</u></p> <ul style="list-style-type: none"> • Coordinate family activities • Review equipment and therapy applications and coordinate their approval process <p><u>Connecting families</u></p> <ul style="list-style-type: none"> • Develop parent resources and tools • Oversee online channels for families • Coordinate training for parents • Coordinate parent and other volunteers
Key attributes	<ul style="list-style-type: none"> - Self-motivated and initiative driven - Strategic in thinking and planning - Excellent relationship building skills - Demonstrated empathic listening and engagement skills - Demonstrated database management experience - Commitment to maintaining confidentiality - Demonstrated knowledge of the disability sector and not for profit environment - Excellent report writing, budget, evaluation and administration skills
Additional experience and knowledge	<ul style="list-style-type: none"> - Demonstrated knowledge of the Commonwealth and State Government funding models including the National Disability Insurance Scheme (NDIS) - Demonstrated ability to deliver oral presentations in professional settings to help raise awareness of Brainwave programs.
Education level	<ul style="list-style-type: none"> - Minimum 3 years working in family or disability services or similar environment. Tertiary qualifications in Community Services or equivalent.



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Organisational Key Result Areas	
Values, culture and leadership	<ul style="list-style-type: none"> - Consistently display and demonstrate Brainwave values - Promote a positive and supportive work environment
Best practice	<ul style="list-style-type: none"> - At all times act in accordance with Brainwave's organisational policies and procedures - Take responsibility for ongoing personal professional development to ensure adherence to relevant professional requirements
Risk management	<ul style="list-style-type: none"> - Perform duties to work in accordance with the Occupational Health and Safety Act and Brainwave Australia Occupational Health and Safety Policy. - Identify and report any hazards and/or incidents observed in the workplace and/or at external events - Proactively ensure a safe operating environment by adhering to all OH&S requirements
Human Rights and Equal Opportunity	<ul style="list-style-type: none"> - Compliance with the Victorian Charter of Human Rights and Responsibilities and the Equal Opportunity Act.
Adaptability and initiative	<ul style="list-style-type: none"> - Show resilience in adapting to changing circumstances - Respond positively and accommodate changes to internal processes - Develop ways to promote better systems and processes and service delivery - Employ innovative thinking about ways to achieve organisational goals
Data management	<ul style="list-style-type: none"> - Ensure proper documentation is kept and filed in a timely and efficient manner - Ensure data is captured accurately and is up-to-date across all relevant systems - Ensure the privacy of all client data meets the APP requirements
Team work	<ul style="list-style-type: none"> - Work collaboratively with other team members. - Be supportive of other team members particularly during busy periods - Be willing to go above and beyond to get a task completed - Be prepared to represent Brainwave as a member of the team

This is more than just a job. It's the feeling of knowing that your work is contributing to helping the lives of children and families impacted by debilitating neurological conditions. Brainwave Australia offers a competitive salary for this level position, salary packaging benefits, as well as a friendly and flexible work environment.

We'd love to hear from you. Please submit your cover letter and resume by emailing admin@brainwave.org.au

Applications close 5:00pm Thursday 7 October 2021.

All employees are required to undergo a National Police Check and a Working with Children Check. Satisfactory screening and qualification/reference checks. Proof of Australian Citizenship or eligibility to work (Visa). And hold compliance with NDIS worker Scheme