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| Branch | Disability Inclusion |
| Award | Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 4 |
| Reports to | Team Leader, Local area coordination |
| Supervisory responsibilities | Nil |
| Budget Management | Nil |
| Probationary period | 6 months from date of appointment |
| Position description created | April 2025 |
| Approved by | Senior Manager People and Culture |
| Review date | April 2026 |

Our Values

- Integrity** **Do what is right:** acting fairly, honestly, openly and consistently.
- Learning** **Get better at what we do:** improving our knowledge and understanding.
- Inclusion** **Everyone matters:** valuing diversity, connection, belonging and social justice for all.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

- We** problem-solve with our customers
- We** own our actions
- We** celebrate success
- We** turn challenges into opportunities
- We** treat everyone with dignity

Position Purpose

The Service Delivery branch delivers high-quality person-centered services across the continuum of support in the focus areas of NDIS Local area coordination, Mental Health and Wellbeing, Housing and Homelessness and Children, Youth and Families.

The Disability Inclusion team provide NDIA Local area coordination services to people with disabilities, their families and carers, assisting them in accessing the NDIS and linking to knowledge, resources and opportunities in their communities to enable them to live the life they choose.

Local area coordinators (LACs) are instrumental in supporting individuals with disabilities to achieve their goals, build decision-making capacity, understand the NDIS and navigate and access the necessary supports to live the life they choose.

The Social Futures LAC team is committed to delivering exceptional and timely NDIS support and coordination. We focus on fostering individual connections and engaging with communities to enhance their capacity across all our service areas.

Key Accountabilities

A high-level description of the most critical and important aspects of the position

- Support all people with disability to connect with community and mainstream services, regardless of their eligibility to become a participant of the NDIS.
- Support people with disability to create and work towards their goals, build capacity to make their own decisions and choices and access the supports they need to live the life they choose.
- Deliver practice that is strengths-based, person-centred, solutions-focused, and culturally responsive and safe, in alignment with the Social Futures practice framework and our NDIA Service agreement.
- Work alongside people with disability and their families, supporting them to apply to the NDIS and act as their main point of contact.
- Support NDIS participants, their families, and carers in identifying and documenting their current situation, supports, strengths, needs, and aspirations, and linking into services and the community to achieve these goals.
- Assist the participant to understand and use the supports in their NDIS plan to help them achieve their goals. Conduct regular check-ins during their plan, monitoring plan usage, implementing timely strategies to address any issues and helping apply for plan changes when needed.
- Assist sustain a comprehensive repository of information on services, supports, linkages, and other resources available within the broader service system and community, and share this information with people with disability in a way that works best for them and facilitate participants' access to this information.
- Build and maintain strong relationships and positive partnerships with external stakeholders in the wider community to build a more inclusive community to facilitate effective access and appropriate referral to a diverse range of services
- Complete all participant-related tasks in the CRM systems and in accordance with LAC work instructions, ensuring compliance with Quality Assurance standards and NDIS timeframes, while effectively utilising the required work platforms
- Identify and report information and insights about systemic or individual challenges, gaps and barriers, service market availability, service provision and community development needs to inform the continual development of the NDIS, the community and the broader service system

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Implementing the LAC service while upholding a high standard of customer service and consistently delivering person-centred practice. Managing competing priorities effectively within a complex and dynamic environment, ensuring that Key Performance Indicators (KPIs) are met.
- Enhancing the capacity of individuals with disabilities who are ineligible for the scheme, along with their families, carers, and broader support networks, to explore and implement solutions, and to access alternative services and supports within the wider community and service system.
- Compassionately and effectively assessing participants' needs to determine the best actions, ensuring tailored and appropriate solutions are provided.

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

| Who | Why |
|--|--|
| Internal | |
| Team Leader | <ul style="list-style-type: none">• Provide regular updates on key priorities and projects and receive guidance and direction• Identify emerging issues and risks• Report on performance against agreed measures |
| LAC Team | <ul style="list-style-type: none">• Contribute to the team's achievement of its key performance indicators |
| Workplace Trainer, Community Development Coordinator | <ul style="list-style-type: none">• Participate in ongoing professional and competency assessment and development• ILC workflow coordination under the direction of the Team Leader |
| External | |
| External customers and participants | <ul style="list-style-type: none">• Facilitate relationships to ensure services meet expected service delivery standards |

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

| Capability Group | Capability Name | Level |
|----------------------------|-------------------------------------|---------------------|
| Personal Attributes | Display Resilience and Courage | Intermediate |
| | Act with Integrity | Foundational |
| | Manage Self | Intermediate |
| | Value Diversity | Intermediate |
| Relationships | Communicate Effectively | Intermediate |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
| Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Intermediate |
| Business Enablers | Finance | Foundational |
| | Technology | Foundational |
| | Procurement and Contract Management | Foundational |
| | Project Management | Intermediate |

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

| Group | Level | Behavioural Indicator |
|---|--------------|--|
| Personal Attributes Manage Self | Intermediate | <ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult |
| Relationships Communicate Effectively | Intermediate | <ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly |
| Results Deliver Results | Intermediate | <ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required |
| Results Plan and Prioritise | Intermediate | <ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Initiate, and develop team goals and plans and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments |
| Business Enablers Project Management | Intermediate | <ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans |

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Demonstrated experience in delivering high-quality support and facilitation to help people with disabilities identify and achieve their needs and goals, while also building their capacity.
- Knowledge of community and mainstream networks and supports, with proven experience in maintaining professional boundaries while delivering person-centered practice.
- Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to ensure effective relationships
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Strong computer literacy skills with the capacity to work with various participant management data portals to create and maintain participant records
- Proven ability to work effectively independently and as part of team to enhance positive workplace culture

All positions will require current NDIS Worker Screening, and Working with Children Checks as a condition of employment.

In accordance with our contract with the National Disability Insurance Agency, to deliver Local area coordination (LAC) Services, a staff member working within, or closely associated with Social Futures LAC Program/s, is not permitted to work, volunteer or be associated in a board or advisory role with a registered provider whilst being employed with Social Futures.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

| Element | Key Activity | Frequency |
|-----------------------------|---|------------|
| Work Environment | Manage demanding and changing workloads and competing priorities | Daily |
| | Work in a team environment | Daily |
| | Work in different geographic locations | Occasional |
| | Be exposed to all outdoor weather conditions | Rare |
| | Work office hours with the possibility of extended hours | Occasional |
| | Work in an open plan office | Daily |
| | Work in buildings which may have multiple stories | Daily |
| | Reasonably high levels of mobile phone use | Daily |
| | Sit at a computer or in meetings for extended periods | Daily |
| People Contact | Liaise with our team members' | Daily |
| | Liaise with government, non-government, businesses, and other community organisations | Regular |
| | Liaise with clients/customers | Frequently |
| Administrative Tasks | Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time | Daily |
| | Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards | Daily |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions | Occasional |
| | Use public transport including trains, buses, air travel and taxis | Rare |

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

| Element | | |
|---------|--|--|
| 1 | Planning of operations, projects, services or activities typically required of the position | Level B - Planning affects the personal daily work routine as activities are self-regulating or are monitored by others |
| 2 | Freedom of the position to act (autonomy) | Level C– Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the supervisor/overseer/team leader |
| 3 | Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job | Level B – Problems are dealt with by reviewing a small number of options or by applying practices, procedures or precedent |
| 4 | The level of verbal communication skills required of the position | Level B - Respond to non-routine enquires and requests |
| 5 | The level of written communication skills required of the position | Level B – Write standard correspondence following prescribed formats |
| 6 | Risk Consequence | Level C – Moderate |
| 7 | Minimum level of practical experience required of the position in addition to required qualifications | Level C – 2 years up to 3 years |
| 8 | Leadership and work coordination skills required of the position | Level B – Coordination of elements of work with other positions is required |
| 9 | Number of employees for whom the position is accountable | Level A – The position is not accountable for employees |
| 10 | Annual value and complexity of expenditure and accountability for budget implications required of the position | Level A1 |