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**Position Description**

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| Program: | Quality |
| Position: | Intake and Support Coordinator ( 0.6FTE, 12 month contract position ) |
| Reporting to: | Quality Manager |
| **Organisational Environment:** | McCallum provides a diverse range of services to people with disabilities in the Ballarat and St Arnaud in the Grampians Region. Since 1953, McCallum Disability Services has grown into one of Western Victoria’s most comprehensive organisations of its kind, delivering a range of services including accommodation, day support, education and employment.McCallum Disability Services receives wide community, government and corporate support, including funding of facilities and programs to benefit and enhance the quality of life to clients from across Victoria’s Western district.Today, McCallum Disability Services is a major employer and an integral community partner with a bright and energetic future. |
| **Position Purpose:** | As a member of the Quality Team, the Intake and Support Coordinator will support the operations of McCallum through a systematic central intake process, providing high quality support coordination to people with a disability and their families and through the support of Quality processes.* Guide NDIS participants seeking McCallum supports through a centralised and coordinated intake process;
* Educate participants and their families/carers about the NDIS
* Support Participants to achieve their goals
* Connect NDIS participants with informal, mainstream and funded supports.
* Educate participants and their families/carers about the NDIS and supports available
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| **Position Context:** | This position works in respect to activities under the direction of the Quality Manager.The Intake and Support Coordinator position is part of the independent Quality unit of McCallum which is responsible for organisation wide quality processes, including a centralised and coordinated service delivery planning system.This unit ensures that participants’ needs, goals and aspirations and quality service delivery remain the highest priority.As a member of the Quality Team, the Intake and Support Coordinator supports the operational development and direction of McCallum as a registered NDIS provider. |
| **McCallum Values:** | **Integrity:**  In all dealings.**Teamwork**: To work together to optimise service delivery.**Professionalism:** In service delivery and relationships.**Respect:** The fundamental principle for the way services are delivered.**Quality**: To deliver services in an environment of continuous quality improvement. |
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| **Administration and time management** | Complete all required tasks in an effective and timely manner. |
| **Policies & Practice** | Be involved and contribute to the quality improvement processes in line with the Quality Framework for disability services in Victoria and implement all necessary practices.  |
| Demonstrate an understanding of all McCallum’s Policies and Procedures and comply with them at all times. |
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| **Quality** | Comply with the quality system relating to service delivery and continuous improvement. |
| Be able to interpret and apply all relevant procedural and legislative guidelines, policies, standards arising from that legislation and policy. |
| Support the effective introduction of personal outcome measurements for all clients and assist with the development of service and individual planning that responds to personal goals and aspirations as required. |
| Actively support and be involved in strong and effective client consultation and participation in ways that uphold their rights |
| Contribute and comply with the maintenance and improvement of McCallum’s quality management system as required. |
| Exhibit a commitment to continuous quality improvement. |
| At all times, act in a manner that is professional.  |
| **OH&S** | Identify, document and report any OH&S issue. |
| Comply with all McCallum’s OH&S policies and procedures at all times.  |
| Undertake all work practices in a safe manner. |
| Report any injury in the appropriate manner i.e. an Incident Report or Injury Register (as relevant). |
| Ensure all equipment that is provided for OH&S reasons is utilised appropriately. |
| Ensure all equipment that is provided with OH&S features are used utilising those features. |
| Act promptly to repair any equipment required for OH&S reasons that is not in a safe working order. |
| Take responsibility for your own actions and take all steps to ensure your own safety and/or the safety of others |

**Physical Requirements**

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|  | This position may occasionally involve some physical work/manual handling tasks. This may include bending, stretching, pushing and pulling. Equipment may also be needed to be carried or moved as required. |

**Duties**

Intake duties

* Meet with new and potential participants of McCallum services to discuss support options
* Identify appropriate supports that McCallum will deliver for NDIS participants
* Administer central intake processes including liaising with other external support coordinators
* Develop service agreements for participants.
* Provide information and support to participants and their families/carers to work within the funding levels of each participant’s plan.
* Develop materials for Plan reviews in conjunction with internal and external stakeholders.
* Develop internal and external reports regarding intake as required.
* To be responsible for other tasks assigned from time to time by the Quality Manager or the CEO.

Support Coordination duties

* Provide support and information to participants and their families/carers to build capacity and progress their goals
* Provide support to participants and their families/carers to implement, coordinate, monitor and review their approved plan.
* Research and coordinate a range of informal, mainstream and funded supports to suit individual needs.
* Build the capacity of participants and their families/carers to manage their own NDIS plans
* Provide information and support to participants and their families/carers to monitor the use of their funds,
* Work within the funding levels of each participant’s plan and ensure sufficient billable hours as directed by the Quality Manager.
* Develop internal and external reports regarding support coordination as required.

Administration duties

* Administrative support for Programs, HR and Finance, based in St Arnaud.

Selection Criteria

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|  | Essential* A qualification in a relevant discipline.
* Experience in working with adults and/or children with disabilities and their families/carers.
* Well-developed communication (both verbal and written) skills with the capacity to prepare clear and accurate reports and correspondence appropriate to the purpose and audience.
* Well-developed interpersonal and negotiation skills with the capacity to liaise effectively with a broad range of people and organisations.
* Well-developed financial mathematical skills
* Capacity to monitor service provision within budgetary requirements, and contribute to the budget development process.
* Competence in dealing with reporting systems and client records
* High degree of sensitivity in regards to confidentiality and impartiality in delivering services.
* High level work organisation skills, with the ability to manage time effectively and prioritise tasks.
* The ability to work independently and also cooperatively as a member of a team.
* High level of problem-solving skills with the ability to work efficiently under pressure.
* An understanding of quality systems and processes
* Knowledge of the NDIS Act 2013, Disability Act 2006 and other relevant legislation
* Knowledge of the current trends in service delivery, particularly as it relates to the NDIS transition.

Desirable* Understanding of the disability service environment in St Arnaud and surrounding districts.
* Understanding of the NDIS Operational Guidelines.
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**Probationary Period**

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|  | This position has a six month probationary period |

**Performance Review**

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|  | Three months after commencement a performance review will be undertaken by the Quality Manager  |

**McCallum Disability Services adheres to the principles of Equal Opportunity Legislation and is a smoke free environment**.

**Acknowledgement**

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|  | I acknowledge that:* Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
* I have read, understood and accepted the above position description.

**Signature:** Print name: Date: / /**Signature:**Name: Title: **Quality Manager**Date: / /*This position description forms part of the contract of employment* |