

## Position Description

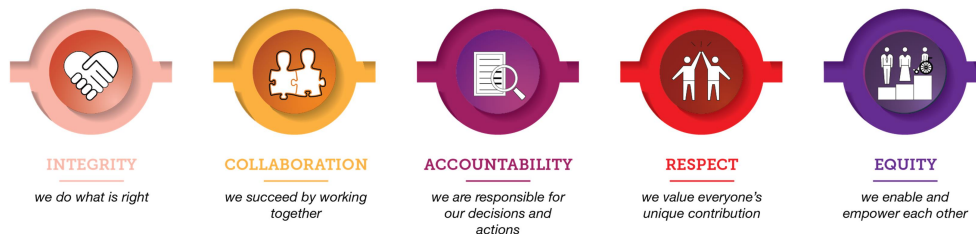
<b>Position Title</b>	<b>Customer Support Coordinator</b>
Position Reports to	Manager Lifestyle Options
Position Leads	None
Location	29 Learmonth Street, Alfredton.
Employment Type	Permanent, Full-Time
Last Updated	January 2021

### Why are we here?

**Purpose:** We work with people to create a life that works for them.

**Our Vision:** To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

### How do we do this?



### What is your purpose?

The Customer Support Coordinator coordinates the provision of high-quality, person centred support to our Lifestyle Options (LSO) customers and their families through the LSO team of Disability Support Workers. As a central point of contact for our customers, family members and service providers the Coordinator supports the organisation and administration of a customer's NDIS plan and attainment of goals.

The LSO Program encompasses Assistance with Self Care Activities, Access Community, Social and Recreation Activities, Skills Development and Transport.

The Customer Support Coordinator works closely with the Rostering Team to ensure that customers service requests are facilitated in a timely and accurate manner.

### How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Provide case management support for our customers Lifestyle Options Support Needs. This includes (but not limited to) communication and coordination of services through third party providers including State Trustees, Centrelink, medical</li> </ul>

	<p>practitioners etc.</p> <ul style="list-style-type: none"> <li>• Ensure tailored and timely communication to support workers about shift requirements and customer needs. Where possible, this is to occur in a team meeting. Otherwise via telephone or email as per protocols.</li> <li>• Review the quality and delivery of customers NDIS Goals and planning.</li> <li>• Attend and minute individual customer support team meetings.</li> <li>• Provide support to Support Workers on shift as the subject matter expert on a customer’s support plan and goals.</li> <li>• Where required ensure completion of customer’s additional administration supports including medication sheets, shopping lists and meal plans. Coach Support Workers to undertake these activities.</li> <li>• Fulfil reporting requirements including those related to hazards, incidents, injuries and grievances in line with McCallum policy and procedure.</li> <li>• Ensure timely and accurate record keeping and file management for all Lifestyle Options customers.</li> <li>• Reconcile and approve employee travel expenses and approve timesheets for payroll as backfill when required or requested.</li> <li>• Notify Rosters team of cancelled shifts and administer change, ensuring any late notice changes are escalated so that employees can be notified.</li> <li>• Undertake home visits of customers to check on satisfaction and quality. Ensure safety and risk documentation is completed.</li> <li>• Visit staff and customers on shift to spot check quality and satisfaction as per KPI.</li> <li>• Attend selected annual support plan and NDIS review meetings as requested by Manager.</li> <li>• Participate in on call roster as determined by the Executive Manager Community Access.</li> </ul>
<p><b>Customer Experience &amp; Quality</b></p>	<ul style="list-style-type: none"> <li>• Champion McCallum’s Customer Strategy and imbed the importance of Customer Experience within the Lifestyle Options Team.</li> <li>• Seek and report on customer feedback through to Manager.</li> <li>• Liaise with Customer Experience Team throughout new customer onboarding processes.</li> <li>• Implement and champion our Quality Management System. Ensure our policies and practices reflect contemporary, evidence-based service approaches that meet legislative and regulatory requirements, particularly the National Disability Insurance Scheme, contributing to their development and review as requested.</li> </ul>

<p><b>Systems and Records</b></p>	<ul style="list-style-type: none"> <li>• Ensure the delivery of quality customer record keeping including notes and uploads on SRS.</li> <li>• Administer any changes to customer information or plans in SRS.</li> <li>• Support the administration of iLearn and Emplive for Lifestyle Options.</li> <li>• Ensure accurate documentation and record keeping for Lifestyle Options customers.</li> </ul>
<p><b>Leadership and Employee Experience</b></p>	<ul style="list-style-type: none"> <li>• Champion McCallum’s Code of Conduct and Values, acting in accordance with our policies and procedures at all times.</li> <li>• Develop and maintain effective relationships with key stakeholders, with a focus on Rosters, Finance and frontline support worker staff.</li> <li>• Develop, maintain and be a role model for, a culture among staff that is open to change and supports continuous quality improvement, safety, collaboration, respect, and accountability.</li> <li>• Be an active member of the Community Access team, providing input and support into the implementation and achievement of our work plans and outcomes.</li> </ul>
<p><b>Self-care and professional development</b></p>	<ul style="list-style-type: none"> <li>• Participate in feedback meetings with the Manager Lifestyle Options.</li> <li>• Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored.</li> <li>• Identify and seek appropriate resources to support your own health and wellbeing.</li> <li>• Participate in wider McCallum projects and initiatives as required.</li> </ul>

**What do I need to be a success? (Attributes)**

- Our customers are at the centre of everything that you do.
- Quality and safety is paramount and will not be compromised.
- You value accuracy and attention to detail.
- You have a passion for working with people to achieve the best outcomes, and compassion for the challenges they face.
- You are a consultative and collaborative and able to find consensus through negotiation.
- You build and maintain relationships with your customers, colleagues and stakeholders.
- You achieve results. You are focused, work to a plan and deliver.
- You understand that change happens for a reason, and have the enthusiasm and drive to bring the organisation with you.

## Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **National (and International if applicable) Police Check**
- **Right to Work in Australia**
- **Disability Work Exclusion Scheme Check; and**
- **Current Drivers License.**

### Essential

- Tertiary qualification in a related field or discipline.
- Demonstrated knowledge of the needs of people with disability including person centred approach, positive behaviour support and consideration of whole of life.
- 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.
- Competence in dealing with reporting systems and client records
- 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
- Excellent collaboration and interpersonal skills with the ability to work collaboratively

### Desirable

- Relevant experience in a disability service organisation providing NDIS services
- Demonstrated experience in the coordination and delivery of contemporary disability service models (individual supports).

### Approval:

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CEO Signature: \_\_\_\_\_ Date: \_\_\_\_\_