

<b>Position Title:</b>	Service Coordinator
<b>Division:</b>	Operations
<b>Direct Reports:</b>	Support Workers, Senior Support Workers

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcott operates a range of support options for people with disabilities that are funded under National Disability Insurance Scheme (NDIS) and state governments.

### KEY OBJECTIVE OF THE POSITION:

- To be responsible for all operations and functions of the service, including but not limited to:
  - Coordinate the delivery of services
  - Primary customer contact
  - Customer relationship management
  - Customer satisfaction and complaints handling

## Position Description

- Coordination of customer bookings and supports, maximizing revenue and efficiency
- To ensure that the operation of the service is consistent with the principles and applications of the National Disability Services Standards and National Disability Insurance Scheme requirements
- Oversee program content and the achievement of individual goals
- Form cohesive customer groups based on their needs, goals and individual preferences

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Proven ability to effectively manage a team of staff.
- Proven ability to work collaboratively with people with a disability using a person centred approach
- Ability to develop, implement and coordinate individual and group programs for people with a disability
- Highly developed written and verbal communication skills
- Demonstrated lateral thinking, problem solving & decision making skills
- Proven ability to work independently, unsupervised and or as part of a team
- Excellent time management, interpersonal and organisational skills
- Proven ability to write clear and concise business/customer communications
- Demonstrated ability to provide exceptional customer service
- Knowledge and understanding of the National Disability Services Standards and National Disability Insurance Scheme (NDIS)
- Understanding of Work Health and Safety Act and management requirements

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Relevant tertiary qualification in human services or evidence of actively working towards completion of qualification
- First Aid certificate or commitment to obtain within first 3-6 months of employment
- Experience in the management, supervision and support of staff
- Experience working in the disability sector
- Experience in achieving consistent business targets, KPI's
- Current Class C driver's licence
- Computer Literacy (Microsoft suite, Excel and database administration skills)

### DELEGATION LEVEL

- Level 5

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Meets internal and external customer needs in a timely and courteous manner
- Examines customer requests to identify and resolve their concerns
- Supports customer service efforts through program design, implementation, recovery and follow-up
- Seeks to empower customers to reach their full potential.

#### Relationship Building

- Listens effectively, conveys and receives ideas, information and direction
- Seeks to clarify and confirm the accuracy of their understanding
- Makes oral and written communication clear and easy to understand
- Assesses and takes steps to improve ability to communicate (written and verbal) so ideas are conveyed with precision and efficiency.

### Problem Solving

- Defines extent of problem and develops solutions
- Effectively identifies and evaluates alternative solutions
- Makes decisions consistent with skills and experience
- Recognises decisions that have to be deferred until all pertinent facts are gathered and analysed
- Flexible in modifying decisions.

### Leadership

- Proactively manages any day to day operational issues
- Actively participates and contributes to the achievement of the services strategic and operational plan
- Fosters an atmosphere where individuals can work together as a team towards a shared purpose
- Shares relevant information to team members and explains rationale behind decision
- Uses strategies to promote team morale and productivity
- Manages conflict and recognises team successes
- Communicates team objectives and accomplishments both inside and outside the team.

### Financial Impact

- Prepares sound proposal and seeks approval for any purchases outside of budget allocations
- Administers services in line with approved budget.

### Time Impact

- Makes sound decisions regarding immediate service delivery within service specifications, relevant policies and guidelines.

### Planning and Organisation

- Makes effective use of time and facilities
- Meets deadlines and achieves set targets
- Maintains a clear grasp of daily tasks
- Prioritises duties / responsibilities in a manner consistent with service and organisational objectives
- Effectively manages tasks or program assignments including follow-up and delegation (where appropriate).

### DUTIES

The typical duties of this position include:

1. Oversee the general day to day running of the service.
2. Maximise the usage and profitability of the facility.
3. Actively participate in Business Planning process ensuring overall goals are transferred and implemented in the way that it is relevant to the customer supports and funding contract.
4. Provide input into the budget planning process and ongoing monitoring of income and expenditure.
5. Carry out administrative duties as required by Northcott, including customer reports, monthly reports, NDIA reports and general data collection.
6. Work with the Individual Plan Advisor team to move customers seamlessly to the service delivery stage of the customer journey.
7. Provide on-call support to the program when and if required
8. Manage customer vacancies in accommodation settings in accordance with Northcott's Policies and Procedures
9. Develop an understanding of each customer's individual support needs, goals and aspirations, and develop and review an individual plan that incorporates these aspects.

10. Coordinate the supports needed to assist customers to reach their individual goals, dreams and aspirations.
11. Manage other customer supports as indicated within a customers NDIS plan outside the centre, if required.
12. Provide direct support to customers and fulfill hands-on duties to meet the needs of the customers and or the service.
13. Ensure customers have all required supporting documentation to provide a safe, high quality service.
14. Ensure that any changes to a customer's support needs are accurately reflected in their supporting documentation.
15. Liaise with relevant services and support customers to engage with other providers (where relevant), health, community and social services.
16. Facilitate programs that support community access and skill development, while adhering to product descriptors.
17. Facilitate increased customer input into the daily operation of the service.
18. Recruit, induct and supervise staff, manage staff vacancies as per Northcott's Human Resources Policies and Procedures.
19. Provide effective support, supervision and mentoring to staff.
20. Ensure compliance with all legislative and regulatory standards and requirements within the facility.
21. Assist in maintaining the premises, vehicles and equipment and discuss any issues with level 4 manager.
22. Conduct and or contribute to annual Performance Reviews with staff as per Northcott's Human Resources Policies and Procedures.
23. Actively participate in supervision sessions, team meetings and personal development/ mentor support sessions.
24. Work closely with the Centralised booking team to manage roster bookings for all staff and ensure staff hours are in- line with approved budget.
25. Work closely and collaboratively with ADHC, NDIA and other personnel as required.
26. Be aware of, value and respect the cultural, religious and linguistic background of each customer and staff member
27. Work within the framework of the National Disability Services Standards, Privacy Legislation, National Disability Insurance Agency guidelines and other relevant legislation.
28. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics.
29. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WHS Procedures.
30. Perform any other duties which can reasonably be regarded as incidental to the job purpose, and within your experience and capabilities.

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### **NORTHCOTT POLICY AND PROCEDURES**

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**