

**Interchange Outer East**  
**Children's & Family Services Co-ordinator Position Description**



Position: Co-ordinator Children's & Family Services  
Reports To: Children's & Family Services Team Leader  
Date: February 2018

**ABOUT INTERCHANGE OUTER EAST**

Interchange Outer East works within the human rights framework:

- Dignity
- Respect
- Equity
- Freedom

Employees must have the passion and belief in people's rights and citizenship. They must treat all people with respect and dignity, valuing uniqueness (culture, family structure, customs, etc) and self worth. Communication should be aimed to strengthen families, listening and learning and creating relationships of trust.

Interchange Outer East aims to encourage people to develop skills and competencies through their work. Education is a lifelong process and many competencies can be learnt on the job through positive role models and training.

**KEY ACTIVITIES**

- Providing a range of quality respite care and support services to families of people with disabilities
- Providing a range of quality recreation, social, and life skill services to people with a disability
- Providing a range of opportunities for involvement by all people in the community

**Employee's purpose is to:**

1. Build a great community
2. Educate – sharing knowledge
3. Create opportunities
4. Create choices
5. Assist families and individuals
6. Make connections
7. Embrace change
8. Timely and open communication
9. Ensure sustainability
10. Have fun

**Aim of the Children & Family Service**

To support people to achieve the life they want through respite and family support. Children & Family Services provide families of people with disabilities access to purchased respite care within the family home and or the community. Care is family focused, meeting the choices and needs of both the child and the family.

## **Job Summary**

The position of Children & Family Services Coordinator is responsible for the operation and daily coordination of support provided by the service. The role requires a commitment in providing quality services to people with disabilities and their families, the ability to provide support and assistance to support staff and volunteers and liaise with agencies that purchase care on behalf of families and individuals.

## **Competencies Required**

- A minimum Certificate III qualification, or equivalent proven experience, in a related field.
- Belief that all people with a disability contribute to the community.
- Capacity for high levels of independence and autonomy.
- Work within a team based approach.
- To understand and advocate the right of every individual to have access to some form of communication, which allows them freedom of expression and the ability to have choices and power over their own lives.
- Clear and effective communication skills, meeting the needs of people from various backgrounds and skill levels.
- Commitment to learn and develop skills.
- A focus on developing solutions to issues that arise through work practices.
- Being able to effectively handle interpersonal and work management pressures in a professional and positive manner.
- Ability to manage and address conflict.
- Ability to work within an environment of Information Systems and processes.

## **Core Responsibilities**

- Have a clear understanding of the NDIS
- Work as a part of a team which is committed to the use of person centered thinking and practices.
- Demonstrate an understanding of disability and the challenges presented to individuals and families, particularly in terms of human rights, community contribution and valued status.
- Work in line with relevant Acts and frameworks i.e. Disability Act 2007, Disability Quality Framework.
- Understand the charter of human rights
- Use work practices that respect all individuals within the Interchange Outer East community.
- Promote positive practices within the workplace.
- Role model best practice, encourage other staff to do the same, facilitate and monitor the implementation of this process.
- Work within Interchange Outer East as a whole agency and within its strategic plan.
- Work collaboratively with other programs within Interchange Outer East towards a common goal and purpose.
- Work collaboratively with external service providers and NDIA to ensure a consistent approach is taken in meeting participants' needs.
- Ensure that IOE actively contribute to community education and inclusion through a human rights framework
- Open communication with families, support workers and volunteers to ensure positive outcomes can be achieved.
- Awareness of cultural needs and issues of families.
- Effective delivery of a range of respite services.
- Maintaining family and individuals' privacy rights.
- Employ, train, support and supervise casual employees within Children & Family Services.
- Open communication with Support Workers to ensure positive outcomes are achieved.
- Establish matches between casual employees and families, ensuring the delivery of consistent care.

- Be involved in the planning, development of training programs for casual employees.
- Be involved in the management, planning and development of the Children & Family Services.
- Liaise with purchasers, staff and volunteers of the service to foster and build constructive relationships.
- Manage financial requirements of purchased services.
- Maintain accurate records for all services provided.

### **Service Delivery**

- Gather feedback from participants, families, volunteers and recreation leaders to assist in creating an activity plan
- Book activities and camps whilst meeting financial guidelines
- Evaluate each activity provided using feedback from staff, participants and their families.
- Allocate participants to activities taking into consideration group dynamics, support needs and family preference.
- Meet targets set by Interchange Outer East and external funding bodies.
- Attend recreation camps and day activities
- Develop service agreements and create service bookings with preferred providers

### **Individual / Family Support:**

- Treat all individuals with respect and dignity
- Contribute to learning about individuals including individual communication strategies
- Ensure families and individuals have access to information about their rights and responsibilities including human rights, and restrictive practices.
- Work with families to develop an understanding of Positive Behaviour Support
- Liaise with families to develop and maintain up to date and relevant support information for individuals.
- Where necessary contribute, develop and maintain Communication Support Plans (behaviour support plans), focusing on Positive Behaviour Support and the least restrictive alternative.
- Actively work with families whom request restrictive practices to ensure the least restrictive options are implemented within current legislative requirements.
- Model good working practices to staff/volunteers when working with participants and families.
- Where necessary contribute, develop and maintain Individual Plans, ensuring plans are implemented.

### **Recreation Leader, Support Worker and Volunteer Support**

- Support recreation leaders, support workers and volunteers by providing information, resources, guidance and direction to allow for successful outcomes on activities.
- Provide opportunity for recreation leaders, support workers and volunteers to contribute to the planning of the activities where appropriate.
- Respond to issues arising from staff conduct or to conflict between parties in consultation with the Team Leader of Children & Family Services.
- Recruit and train staff experienced in community inclusion
- Monitor casual recreation leader's, support workers and volunteers timesheets.
- Where appropriate, promote Interchange Outer East and specific programs to external agencies, prospective volunteers, individuals and families.
- Provide positive and constructive feedback and nurturing to rec leaders, support staff and volunteers.

### **Staff Support**

- Contribute to maintaining a productive and harmonious team
- Treat colleagues with respect and dignity
- Support your fellow team members to work well and achieve desired outcomes

- Be honest and open and communicate any concerns regarding individuals needs, work practices or working conditions or to line management.

### **Training**

- To participate in ongoing training and skills development.
- Attend Interchange Outer East induction.
- When required, undertake sessions in:
  - Position induction
  - Human Rights
  - Developing Support Information, Communication Support Plans and Personal Plans.
  - Positive behaviour support.
  - What are restrictive practices and how to reduce these practices.
  - Responsibilities to meet legislative requirements specifically around restrictive practices.
  - Volunteer support training.

### **Quality and growth of the service**

- Provide opportunities for individuals, families and volunteers of Interchange Outer East to have input into service development.
- Regularly examine the service with a view to making improvements \ changes \ innovations.
- Develop objectives and measurable outcomes for programs.
- Monitor and report on service quality based on both the quality framework and agency perspective.
- Provide written reports for newsletters, reports to funding bodies and publications as required.
- Attend and contribute to network meetings and working groups that will contribute to the program's development and or Interchange Outer East as a whole.
- Advise and discuss with the Team Leader potential areas of growth for specific programs and of the agency as a whole.

### **Interchange Outer East Responsibilities**

- Participation in team meetings.
- Report to line management upon request.
- Abide by the policy and procedures of Interchange Outer East.
- Attend and contribute to Interchange Outer East meetings.
- Attendance at staff meetings, training and other relevant meetings
- Involvement in formal and informal planning and evaluation processes for relevant programs and the agency as a whole
- Working knowledge of Microsoft Office programs
- It is preferred that the employee hold a current Victorian Driver's Licence (manual)
- Be available to participate in camps and holidays where required.
- Be a part of an 'on call' roster periodically throughout the year to support individuals, families and support staff out of office hours.

### **Administration**

- Develop and maintain good recording practices including but not limited to individual plans and updates, case notes, meeting notes
- Develop and complete medication sheets
- Ensure that all restrictive practices are recorded and reported in line with current legislation
- Complete a timesheet fortnightly.
- Consult with line management regarding any changes to your working hours and leave.
- Complete a leave application when required.

- Provide accurate acquittal of IOE expenditure
- Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas used.

### **Mandatory Requirements**

Prior to commencement of work at Interchange Outer East, and in order to continue working, all mandatory requirements must be met. It is the responsibility of the employee to obtain and maintain currency of items (1), (2) and (3) below. It is the responsibility of Interchange Outer East to maintain currency of items (4) and (5) below.

1. Current Working With Children Check
2. Current First Aid Certificate - HLTAID004 Provide Emergency First Aid Response in an Education & Care Setting
3. Manual Handling Certificate
4. Crimcheck
5. Administration of medication certificate