**Interchange Outer East**



**Service Provision Co-ordinator Position Description**

Position: Provision Coordinator

Reports To: Team Leader

Date: September 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 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 a Provision Coordinator**

To work with participants and their families to develop supports to meet their needs and aspirations.

Service provision provides families of people with disabilities access to individual supports within the family home and or the community, group based supports, purchased respite care and recreational programs.

**Job Summary**

The service Provision Coordinator will focus on building healthy, inclusive and flexible community based supports that move people towards a life they want which includes providing the daily coordination of required supports. The role requires a commitment to providing quality services to people with disabilities and their families, the ability to provide support and assistance to support staff, volunteers, and community members, and liaise with agencies on behalf of families and individuals.

**Competencies Required**

* A strong belief that all people with a disability can make a valued contribution to the community.
* The capacity to think creatively and proactively about the development of opportunities for young adults, which is founded on person centred and community inclusion principles
* Ability to nurture strong relationships with families, business and community members
* Capacity to nurture and support a cohesive staff team environment, through open and inclusive leadership practices
* Excellent administrative and planning skills
* A minimum Certificate III qualification, or equivalent proven experience, in a related field.
* Capacity for high levels of independence, autonomy and good time management skills.
* 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.
* 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.
* Commitment to learn and develop skills.

**Core Responsibilities**

* Understand the charter of human rights.
* Use work practices that respect all individuals .
* Work within Interchange Outer East as a whole agency to achieve its strategic plan.
* Be kind, honest and punctual.
* Utilize person centered tools as a means to developing and maintaining quality outcomes for participants and their families.
* 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 & NDIS.
* Role model best practice, encourage other staff to do the same, facilitate and monitor the implementation of this process.
* Work collaboratively with all areas of Interchange Outer East towards a common goal and purpose.
* 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 services to meet the needs and goals of each person.
* Maintaining family and individuals’ privacy rights.
* Employ, train, support and supervise casual employees.
* Open communication with Support Workers to ensure positive outcomes are achieved.
* Establish matches between casual employees and families and programs ensuring the delivery of quality support.
* Be involved in the planning, development of training programs for casual employees.
* Liaise with purchasers, staff and volunteers of the service to foster and build constructive relationships.
* Manage financial requirements of purchased services, NDIA, program budgets and individual budgets.
* Maintain accurate records for all services provided.

**Service Delivery**

* Coordinate and organise supports in response to requests and plans whilst meeting financial guidelines.
* Regularly evaluate and monitor outcomes using feedback from staff, participants and their families.
* Attend recreation camps, programs and individual shifts as part of ongoing learning and support.

**Group, Individual & Family Support:**

* Treat all individuals with respect and dignity
* Contribute to learning and understanding 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 staff, families and participants to develop, maintain and monitor individual plans to direct service options where required.
* 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 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.
* Provide current information about shifts, staffing and rosters in a timely manner.

**Support Worker and Volunteer Support**

* Support staff and volunteers by providing information, resources, guidance and direction to allow for successful outcomes on activities.
* Provide opportunity for support workers and volunteers to contribute to the planning of the activities where appropriate.
* Respond to issues arising from staff conduct or conflict between parties in consultation with the Team Leader.
* Monitor 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**

* Individual staff support, including regular informal catch ups, supervision sessions, annual reviews and flexible and responsive support as required.
* Train and develop staff, including orientation, shadow shifts where required and contribution to training days.
* Team building – working with staff to build and nurture a healthy team environment
* Recruitment of new staff and participation in casual staff recruitment.
* Be honest and open and communicate any concerns regarding individuals needs, work practices or working conditions or to line management.
* Support staff to develop responsive opportunities in the community with participants they work with.

**Meetings**

* Conduct positive and productive team meetings on a regular basis
* Conduct meetings with families and their support team as required
* Attend IOE and network meetings, as required and feedback information to other staff / IOE meetings
* Celebrate achievements and bring up issues for discussion in meetings, according to your best judgment
* Regular supervision meetings with the team leader

**Administration**

* Maintain high quality administration procedures.
* Monitor timesheets and leave applications of team members – ensure accuracy and currency
* Coordinate and monitor petty cash, program money and credit card usage amongst staff
* Fulfill requirements for statistics and attendance records relating to participants
* Maintain and enter up to date accurate records on the rostering data base
* Develop and maintain good recording practices including but not limited to, participant’s profiles, support materials, individual plans, case notes, meeting notes and fact files.
* 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 credit card & program expenditure
* Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas used.

**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.
* Understand and follow 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
* Be a part of an ‘on call’ roster periodically throughout the year to support individuals, families and support staff out of office hours
* Be available to participate in camps and holidays where required.
* It is preferred that the employee hold a current Victorian Driver’s Licence (manual)

**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