

Position Description

Position title: SIL Coordinator/Coordinator of Supports
Responsible to: Team Coordinator or nominee

Our Vision

To be a strong community business expanding opportunities for all.

Our Mission

To provide opportunities for growth, development, support & security for people with disabilities and their communities.

Our Values

- Professionalism and Continuous Improvement
- Learning and Development
- Quality and Dedication
- Accountability and Transparency
- Understanding and Compassion
- Creativity and Innovation
- Community Participation and Teamwork

Position Purpose

The role of the SIL Coordinator/Coordinator of Supports is to support the coordination of the day to day operations of Multitask residences and maintain a culture committed to a person-centred approach and provision of quality services.

This role also involves undertaking some Coordination of Supports enabling participants to achieve their goals through the implementation of each participant's NDIS plan. Establishing positive collaborative relationships with the participant's and their community and mainstream supports.

| Requirements and Responsibilities | Performance Measures | Key Performance Indicators |
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| <p>Participant/Service Area Support</p> | <p>Deliver supports that promote, uphold and respect the legal and human rights and is enabled to exercise informed choice and control.</p> | <p>Service records and participant feedback demonstrate that participants' rights to freedom of expression, self-determination and decision-making are promoted and upheld.</p> <p>Demonstrates sound knowledge of Multitask Policies and procedures relevant to the human rights of participants.</p> |

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| | <p>Support the individual health and hygiene needs of participants.</p> | <p>Undertakes all required personal care tasks in a person-centred manner that upholds the privacy and dignity of participants. Provides mentoring as required for less experienced staff.</p> <p>Feedback from participant, colleague's supervisor and other stakeholders indicates health and hygiene of participants is supported to a high standard.</p> <p>Medication is administered in accordance with Multitask policy All medication incidents are correctly reported At fault medication incidents are avoided. Medication incidents are investigated and corrective action recommended in line with Multitask policy</p> |
| | <p>Assist participants to increase their independence and develop life skills in accordance with their support guidelines and goals.</p> | <p>Develops and reviews support guidelines which support the development of life skills or achievement of participant goals. Mentors less experienced staff in the implementation, review and/or development of support guidelines as appropriate</p> <p>Accurately follows current support guidelines and undertakes reviews of participant plans and documentation where required.</p> <p>Participants are actively supported to maintain their independence and undertake all activities of daily living within their capacity</p> <p>Where required, cleaning, washing or light gardening duties are completed to a high standard</p> |
| | <p>Thorough knowledge of work activities performed within the workplace.</p> | <p>Performs to the required standard in reliability checks.</p> <p>Demonstrates a thorough understanding of relevant participant support plans</p> |
| | <p>Assists participants to liaise with professionals regarding individual and service delivery needs.</p> | <p>Participants access a range of health professionals in line with their identified needs and goals.</p> |

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| | | <p>Record keeping relating to health is completed to a high standard as per policy and procedure</p> <p>Participant health outcomes are effectively communicated to team members and other relevant stakeholders.</p> <p>Provides training, mentoring and assistance to less experienced staff in the completion of these duties as required.</p> |
| | Utilises a range of specialist communication strategies to maximise participant outcomes. | Demonstrates a familiarity and competency in the individualised communication styles and methods of participants (e.g. Key Word Sign, social stories etc.) |
| | Apply computing skills to maintain participant and organisational documentation systems. | Computer literacy relevant to the role is demonstrable and data entry is completed accurately and on time. |
| | Management of participant records. | <p>All relevant participant records are maintained correctly and up to date.</p> <p>Archives are maintained according to Multitasks Policy and procedure</p> <p>Develops and reviews person centred support plans, health care plans and risk profiles as directed</p> <p>Demonstrates a high degree of judgment, initiative, confidentiality and sensitivity in the performance of administration and reporting duties.</p> <p>Provides assistance, mentoring and training to staff on record keeping as required.</p> |
| | Assist with Service Management | <p>Identifies gaps in systems of work and service delivery and makes constructive recommendations for continuous improvement</p> <p>Implements programs in consultation with Coordinators and Disability Support Workers.</p> <p>Demonstrates an understanding of service area budget</p> |

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| | | Assists in the monitoring of the budget for the service including reporting on any variances. |
| Organisational relationships | Works collaboratively as part of a person-centred team. | <p>Feedback from colleague's participants and other stakeholders indicates communication is respectful and professional.</p> <p>Uses a variety of communication strategies to ensure information is disseminated among stakeholder</p> <p>Responds appropriately to directions and feedback</p> <p>Actively contributes to staff meetings and training as applicable</p> <p>Identifies the need for support and seeks assistance to resolve issues</p> <p>Demonstrates a willingness to provide constructive feedback to colleagues.</p> <p>Applies conflict resolution principles to resolve complaints and disputes in the workplace</p> |
| | Provide supervision and support to other employees. | <p>Supervises a number of lower classified staff.</p> <p>Supervision is provided to residential support workers.</p> <p>Provides guidance and advice to other disability workers on policy and procedure relevant to the role.</p> <p>Identifies the learning needs of staff and delivers training programs in line with organisational needs.</p> <p>Supports a work environment free from discrimination, harassment, bullying</p> <p>Interactions with participants, colleagues and stakeholders are undertaken in a courteous and sensitive manner.</p> <p>Cultural and linguistic diversity is taken into consideration.</p> |
| | Provide assistance to senior employees | <p>Plans and co-ordinates participant support programs relevant to the residential environment</p> <p>Implements participant support programs as directed</p> |

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| | Rosters | <p>Monitors own hours in consultation with Team Coordinator or Disabilities Services Coordinator and demonstrates appropriate time management and self-care.</p> <p>Arrives and leaves on time for all shifts or provides adequate notice as reasonable in the circumstances.</p> <p>Refrains from spending time at Multitask residences outside of rostered shifts</p> <p>Works with a variety of participants and/or a variety of settings in keeping with organisational needs</p> <p>Communicates appropriately with Coordinators and rosters staff to resolve any problems with rosters</p> <p>Assists in the monitoring of the rostering needs of the service and alters rosters accordingly in consultation with the Team Coordinator or Disability Services Coordinator.</p> |
| Problem-solving | Exercise initiative within defined, established practices | <p>Demonstrates initiative in identifying and resolving problems.</p> <p>Accurately refers complex issues to supervisor</p> <p>Prioritises essential duties, organises work schedule and manages time to fulfil work requirements.</p> <p>Provides constructive feedback on any identified areas of improvement.</p> <p>Assesses quality of service delivery and actively promotes areas for improvement.</p> |
| | Recognises and resolves problems with reference to established procedures, documented methods and instructions | <p>Accurately applies policy and procedure to resolve day to day issues such as scheduling problems or unplanned alterations to service delivery, participant demands, behavioural difficulties and minor conflicts or complaints.</p> <p>Seeks guidance as appropriate</p> |
| | Incident Investigation | Investigates workplace incidents and recommends corrective action in consultation with Team Coordinator and Service Support Coordinator |

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| Organisational and Industry knowledge | Sound knowledge of procedural/operational methods of the workplace; | Able to describe relevant work processes as described in Orientation folders, policy and procedure and relevant participant plans. |
| | Possess sound knowledge of statutory requirements relevant to the workplace; | <p>Demonstrates knowledge of WHS responsibilities, policies and procedures within organisation</p> <p>Performs role using safe work practices e.g.</p> <ul style="list-style-type: none"> a) Infection control procedures b) Manual handling procedures c) Medication procedures d) Hazard identification and Risk assessment <p>Identifies and reports all policy/procedural breaches</p> <p>Carries out all duties with diligence and due care for personal safety and the safety of others.</p> <p>Monitors the performance of Disability Support Workers in regard to WHS and provides advice and training as required.</p> <p>Demonstrates understanding of relevant legislation, codes or practice standards (e.g. Disability Inclusion Act, NDIS Practice Standards)</p> <p>Provides support to disability support workers to incorporate relevant legislation codes or practice standards into daily practice in the workplace</p> |

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| Coordination of Support | Meet with allocated participants and their families/guardians/stakeholders to discuss coordination of supports and their needs and offer appropriate advice. | Feedback from participants, families, guardians and stakeholders indicates they are satisfied with the service received and their plan is implemented effectively. |
| | Assist with the NDIS Service Coordination of participants. | Participants are linked to appropriate services Participants and families are supported as required within the Service Coordination guidelines |
| | Maintain regular contact and positive relations with participants, families and stakeholders | Feedback from participants, families and stakeholders indicates they are happy with the contact provided. |
| | Liaise with other Multitask departments, external agencies and services to ensure optimum service delivery. | Feedback from stakeholders indicates relationships are positive and optimum service is being provided. Conflicts of interest are declared and effectively managed |
| | Coordination of Supports record keeping | Records of CoS activities are maintained as directed |
| Other duties related to the role as requested by the Team Coordinator or Nominee. | | |

Essential Criteria

Qualifications

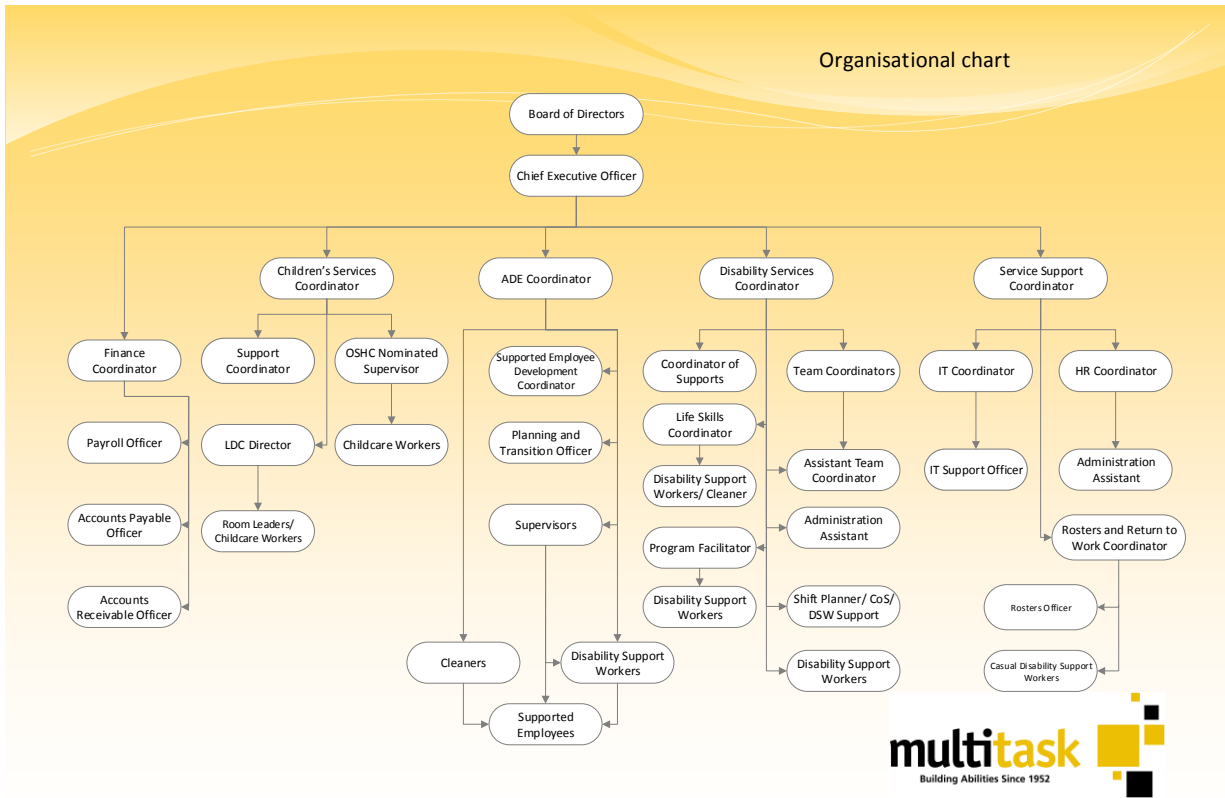
- Certificate IV Disability Services or other equivalent/higher experience or qualifications
- A current First Aid Certificate (or willingness to obtain before commencing employment)
- A current Driver's License is essential.

Interpersonal skills and experience

- Strong communication skills and capacity to collaborate as part of a diverse team.
- Demonstrated ability to problem-solve and use initiative.
- Ability to work autonomously, know when to seek help and ability to utilise time effectively

Professional skills and experience

- Experience supervising staff and the ability to implement staff training and development, manage performance and ensure adherence to policies and procedures
- Experience with supporting people in areas such as personal care, health and well-being, active community participation and skill development.
- Demonstrated administrative ability; including budget management, rostering of staff and maintenance of records.
- Knowledge of contemporary approaches such as person centered planning and active support.
- Thorough understanding and commitment to Disability Services Act and Standards, Work Health and Safety and Equal Opportunity.
- Computer literate: intermediate competency with the Microsoft Suite & be competent in data entry.



Variation to Conditions of Employment

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your letter of offer.

Agreement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

Name: _____ **Signature:** _____ **Date:** _____
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