

Position Title:

ALO Group Coordinator

Location:

Central Highlands and Western Metropolitan Regions

Classification:

Social, Community, Home Care and Disability Services Award 2010

Primary Objective:

Pinarc Disability Support provides a broad range of services across the lifespan to individuals and families. We strive to make a positive difference in people's lives by providing them with opportunities to maximise their potential. Underpinning all customer services is an approach to service delivery that is committed to ensuring that customers, their families and carers are at the very centre of decision making in matters related to their support needs and life choices. Our commitment includes supporting and empowering Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as gay, lesbian, bisexual, transgender, intersex, and queer (GLBTIQ). We actively promote the safety of children.

The **specific objectives** for the role include;

- To participate collaboratively as a member of the ALO Coordinators team, undertake a site-based coordination role and have portfolio responsibilities in consultation with ALO Manager
- Create an evolving and developmental program that reflects the interests and capabilities of participants
- Provide opportunities for individuals to attain their goals as identified in their NDIS plans and develop social skills that support participation

Duties and Responsibilities:

Customer Service

- Provide intake assessments for new customers to determine support needs and inform funding levels
- Develop and update NDIS plan and Review document for customers
- Monitor and record evidence in Supportability of steps towards customers' goal attainment; provide written reports to support participant funding reviews, as required
- Plan, develop, and implement an annual curriculum to support customers to meet their identified goals
- Develop, implement and monitor Behaviour Support Plans and Manual Handling plans
- Ensure customer records are up to date in Supportability. All documentation is to be loaded and stored on Supportability
- Provide quotes for service, and finalise service agreements with customers in a timely manner
- Develop and deliver a clear process for communication with individuals, families, and carers to provide a high level of customer service

- Source and organise resources within an individual's allocated budget
- Recognise and support cultural and spiritual diversity of customers
- Maintain confidentiality of information received and given
- Participate in the regular on-call roster
- Provide back-up support to other ALO Coordinators in periods of peak demand as negotiated with Manager
- Report and manage customer and staff incidents as per Pinarc policies
- Actively initiate and contribute to continuous improvement, this includes report and act on complaints, identify and manage risks related to the program and evaluation of programs

Coordination

- Ensure expenditure is within planned budgets
- In collaboration with management and executive, develop new program streams
- Create and document program guidelines, for approval by management
- Develop resources for marketing the program
- Attend expos, open days and community activities actively representing all ALO Group Programs and volunteer opportunities
- Participate in the development of processes to maximise the use of shared resources across the ALO team

Staff Supervision

- Actively participate in the supervision process
- Provide and document regular supervision and support for staff and volunteers
- Participate in the recruitment process for the ALO casual staff pool
- Be aware of and comply with Occupational Health and Safety systems and processes
- Ensure that volunteers and staff are trained in safe manual handling principles and that these are used in the program
- Provide program orientation to staff, volunteers and/or students
- Roster support staff and volunteer hours as required

Relationships

- Participate in team and other Pinarc meetings
- Ensure strong up-to-date communication between all programs that each customer is accessing through Pinarc
- Explore and create opportunities for collaboration with other programs within Pinarc
- Ensure positive working relationships with NDIS planners, Support Coordinators, suppliers and other organisations
- Create and enhance opportunities for community partnerships

Organisational

- Use organisational systems provided to support work practices, as required eg. Supportability, Outlook calendar, HR Kiosk
- Be aware of and comply with Pinarc policies and procedures available on dKnet
- Work collaboratively, recognising contributions from all members of the team
- Positively represent the full range of Pinarc services to the broader community

Qualifications:

Certificate IV in Disability or equivalent
Current Level 2 First Aid

Experience:

Experience in group program development, delivery, and coordination
Experience working with people with disabilities

Other Requirements:

- As a condition of your engagement at Pinarc, a criminal record check will be undertaken by Pinarc and reviewed every three years.
- Current Working With Children Check
- Current Victorian Drivers Licence
- Check against the Disability Worker Exclusion Scheme
- Registered vehicle

Key Selection Criteria:

Demonstrated experience;

- in coordinating public functions
- of working in the disability sector with a clear understanding of individualised approaches to service delivery
- of engaging people with disability in educational programs
- in understanding person/family centred practice and how this applies to educational skills development
- in planning, implementing, monitoring and evaluating group programs
- in leadership, supporting and supervising staff
- in a collaborative and consultative approach with a focus on open communication and teamwork
- in excellent written and verbal communication skills, including experience in writing reports and developing funding proposals
- in sound computer literacy with good knowledge of current software
- of Occupational Health and Safety practices across various work settings
- in creative and innovative approaches to program development and service delivery
- in strategies to manage situations involving conflict

Reports To:

Manager Active Living Options

Accountability:

Accountable to the CEO through the Manager Active Living Options

Extent of Authority:

According to the Delegations of Authority Policy

Summary of Specific Responsibilities

Be aware of and comply with the organisations policies, procedures and other associated documentation relevant to the role.

Employee/Volunteer Statement:

I have read, understand and accept the above Position Description for (Pi) ALO Group Coordinator.

Signed: Date: ... / ... /

Name:

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