

## Position Description

<b>Position title:</b>	Coordinator, NDIS Service Delivery	<b>Reports to:</b>	Manager, NDIS Service Delivery
<b>Program / Department:</b>	Disability Pathways	<b>Primary work location/s:</b>	Salisbury
<b>Direct reports:</b>	Support Workers	<b>Key stakeholders:</b>	Disability Service Delivery Team, Clients, Guardians and Families
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 4

## Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

## Our values

<b>Integrity</b>  Ensuring personal and corporate transparency and the highest ethical standards.	<b>Compassion</b>  Treating people and communities with empathy, dignity and fairness.	<b>Empowerment</b>  Releasing individual strengths that promote personal and community transformation.	<b>Innovation</b>  Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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## About the role

Disability Pathways provides person centred support to people living with disability. Our aim is to support people to feel empowered, achieve positive outcomes and live their best lives.

The Coordinator, NDIS Service Delivery provides oversight and works alongside the dedicated service delivery teams to ensure quality support services are provided to Disability Pathway clients.

## Role responsibilities

### Coordination Supports

- Ensure efficient service delivery which follows the Baptist Care SA Tapa Marnirni-Apinthi (TMA) Practice Framework, Disability Pathways Service Delivery Model (SDM) and meets client, NDIS and all organisational requirements
- Ensure client staffing rosters are completed accurately in accordance with the NDIS approved Roster of Care and BCSA support schedule for allocated clients and staff are rostered effectively in line with SCHADS award and their contract requirements
- Manage staff roster allocation and short-term leave arrangements effectively to ensure continuity of care for clients and overtime is minimised
- Monitor and approve allocated staff time sheets to ensure accuracy against rosters, and that staff time is allocated to correct codes to support accurate billing of services
- Provide direct support on shift to clients as needed to ensure continuity of care and provide opportunities to demonstrate best practice client support with support workers
- Maintain consistent evidence of client requirements for support through appropriate use of Behaviour charts, sleep charts, detailed incident reports and action notes
- Use evidence documents to support renewal of funding requests to the NDIA
- Allocate time weekly to provide direct support to staff and clients at each placement, ensuring that coaching and upskilling of support staff occurs as necessary to ensure high quality service delivery to clients
- Follow the Coordinator diary and tasks schedule to ensure that all required tasks are scheduled effectively and completed as needed
- Conduct monthly Care Team Meetings for each client and ensure that detailed records are kept of these meetings including actions to follow up
- Provide oversight of and maintain appropriate records for client spending and house finances
- Coordinate with internal and external stakeholders to ensure that client care is provided to a high standard including support by allied health and community service providers
- Assist with coordination of house upkeep including maintenance and repairs to ensure that client living environments are maintained to required standards
- Follow up all near misses and incidents involving allocated clients and / or assigned staff to ensure staff and client incidents are appropriately managed within required timeframes and learnings to improve practices are implemented within teams
- Provide effective follow up, debriefing and support to staff involved in critical incidents
- Provide responsive and effective management of staff performance issues and care concerns in consultation with management
- Be part of an on-call roster to provide out of hours phone support as required

### Leadership and Team Collaboration

- Lead staff in implementation of the Baptist Care SA Service Delivery Model for Disability Pathways Program and Practice Framework Standards to ensure quality, client centred services are provided to all clients
- Provide regular opportunities for staff to receive effective formal and informal supervision within group and 1:1 setting
- Support staff's application of NDIS standards and requirements within the workplace
- Role model behaviours consistent with a team culture of continuous improvement, knowledge sharing, resilience and collaboration
- Coach, mentor and support staff to provide quality, client centred and active support to clients at all times
- Provide guidance to less experienced staff and assist direct service staff in daily delivery of services

- Develop and maintain effective and collaborative professional relationships with key stakeholders, both internal and external, including clients, guardians and the NDIS
- Communicate flexibly in an appropriate manner, adapting communication style to meet people's needs
- Provide meaningful contribution of ideas and information within meetings and other team forums
- Assist in resolving conflicts as required

### Administration and Reporting

- Ensure all interaction with clients and other internal and external stakeholders is recorded within the appropriate client record within 24 hours
- Adhere to reporting, documentation and administrative requirements about changes in a client's goals, needs, achievements, self-care and/or behaviour
- Ensure all documentation and administrative paperwork is completed in line with organisational and NDIS standards and timelines
- Ensure all records and communication meets confidentiality and information sharing guidelines and practices
- Use relevant communications and technology systems to meet reporting and administrative requirements including creating/maintaining service and billing records
- Ensure all documents are completed accurately, with appropriate detail to assist client-centred decision making and management functions

### Personal Accountability and Self-Care

- Promotion and adherence to Baptist Care SA policies & procedures, NDIS Standards and other relevant government legislation
- Model a professional approach to own accountability and influencing others
- Ensure efficient use of resources to meet quality standards; assist in achieving compliance against government requirements
- Prepare for and contribute to own supervision
- Actively work on own professional development and networking to build own skills and professional knowledge
- Maintain a safe and healthy workplace
- Recognise own responsibility and assist others in the promotion of Baptist Care SA's image and reputation
- Work with minimal supervision, knowing when to escalate issues
- Understand why risk mitigation and continuous improvement are important and convey this to less experienced staff
- Be able to address and mitigate risk in own work and work of direct reports

### Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

### Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member you must:

- Take reasonable care for your own and others' health and safety within the workplace;
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

#### **Know and apply Baptist Care SA policies and work directives**

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

## About you

#### **The qualifications you bring**

- Tertiary qualification in the area of human services, for example disability, community services, psychology, nursing or related field

#### **The experience you bring**

- Significant (3-5 years) previous experience in working with vulnerable and at-risk clients with disability and complex needs.
- Experience working within the NDIS framework and demonstrated knowledge of and ability to apply NDIS and QSC standards and legislative requirements within the workplace.
- Experience developing and implementing staff rosters and knowledge of the SCHADS award and how it applies to rostering of staff members effectively within award requirements and contractual obligations
- Demonstrated knowledge and understanding of the NDIS business and regulatory environment, including the NDIS Rules, Practice Standards and Code of Conduct

#### **The competencies (knowledge, skills and behaviours) you bring**

- Strong interpersonal skills with the ability to build rapport with key stakeholders
- Ability to influence and guide others in regard to people related matters
- Excellent verbal and written communication skills, including an ability to provide effective and appropriate advice and information to a variety of people.
- Ability to maintain discretion and confidential information.
- Demonstrated knowledge and understanding of the NDIS regulatory environment, including the NDIS Rules, Practice Standards and Code of Conduct
- Ability to manage and coordinate a 24/7 rostered workforce
- Demonstrated ability to manage crisis situations

#### **Other specific employment requirements**

- A current and valid DHS: Child-Related Employment Screening/ WWCC

- A current and valid National Police Clearance
- A valid NDIS Worker Screening Check
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Ability and willingness to travel within South Australia as required
- Ability to work across a 24/7 roster
- A valid full South Australian drivers' license (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)

#### Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

## Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee name: \_\_\_\_\_

## Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	4
Effective date:	March 2025	Review date:	March 2026