



St Vincent de Paul Society NSW is a NDIS Partner in the Community delivering Local Area Coordination (LAC) services in NSW during the period from January 2016 to June 2020.

Local Area Coordinator Position Description

Position Title:	Local Area Coordinator (LAC)
Responsible Unit:	State Support Office
Position Reports to:	Team Leader (LAC Program)
Managerial Responsibility for:	Nil
Base Location:	Society LAC offices across NSW as allocated – with some work completed in community settings e.g. meeting with participants in their homes.
Primary Position Objective:	Local Area Coordinators deliver the LAC and ILC services to the community.

St Vincent de Paul Society NSW

The St Vincent de Paul Society NSW is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded in France in 1833 by 20 year-old Frederic Ozanam, who wanted to eradicate poverty and disadvantage. The Society came to NSW in 1881 and now has around 16,000 members and volunteers and 2,000 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

The St Vincent de Paul Society NSW is a leading provider of community support services and has close to 100 Special Works in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

St Vincent de Paul Society NSW and the NDIS

The St Vincent de Paul Society NSW has been commissioned by the National Disability Insurance Agency to provide local area coordination to ensure people with disability who are currently receiving supports from NSW or Commonwealth Government disability programs experience a smooth transition to the NDIS.

This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The scheme will be introduced gradually to ensure no disruption for people with disability and support providers.

The Society will provide LAC services in the Central Coast, Hunter New England, South Western Sydney, South East Sydney and Sydney districts of NSW.

Duties and Responsibilities

Local Area Coordinators (LACs) work directly with NDIS participants, their families, carers and communities to support their access to and continue engagement with the NDIS. The focus of various LAC activities may change over time based on the participant load and which stage participants are at in the NDIA pathway. A key focus of the LAC role is to assist participants in building their capacity to self-direct and achieve their goals. LACs provide a locally based first point of contact designed to improve access to and engagement in, local community and mainstream services. Further responsibilities of this role include the following:

Individual Support Planning

- Facilitate planning meetings with Participants and other key stakeholders to gather information, implement, build and review plans for participants and identify their individual needs. Participants may have varied support needs and complexities.
- Develop participant support plan and budget based on individual needs and the NDIS criteria.
- Assist and encourage participants to implement and self-direct their approved plan.
- Monitor expenditure and utilization of participants plans
- Assist individuals, families, carers and communities to access information on the NDIS.
- Assist individuals, families, carers and communities to access supports and services in their local area to pursue their identified goals as part of the ILC services.
- Support individuals, families and carers to identify and strengthen natural networks (Community/informal/friends) and engage and strengthen relationships that exist within and across communities.
- Provide information to support and build the capacity of individuals, families and carers to identify personal and local community networks to develop necessary supports and solutions to meet their goals and needs.
- Work to deliver on agreed targets and goals
- Implement safe systems of work in accordance with the Society's' WHS policies and procedures. Demonstrate child safe behaviors at all times and identify and respond to concerns about risk of harm in line with legislative and Society requirements and procedures.

Individual Linkages and Capacity Building

- Actively seek opportunities to enhance Participants involvement in social and economic participation.
- Actively support positive partnerships between individuals, families, carers, local organisations and the broader community to build a more inclusive and accessible community.
- Develop a sound understanding of the key issues for people with disability in the local area to inform planning including involvement in community mapping.
- Enhance Participants knowledge and confidence through developing peer networks and facilitation of capacity building workshops.
- Work in collaboration with Ability Links, ILC Grant recipients and other key stakeholders to assist Participants in linking to mainstream and local community supports and services.
- Work to deliver on agreed targets and goals.
- Actively participating in and contributing to the local community and businesses, including community-driven education and capacity building.
- Building and maintaining a current working knowledge of local community supports and services.
- Developing a sound understanding of the key issues for people with disabilities in the local area to inform local planning

Professional Development and Team Work

- Participate in an approved supervision and performance development process and undertake ongoing training and development relevant to the position.
- Capture and report feedback and / or complaint from stakeholders and escalate appropriately to your supervisor. Actively participate in investigations and resolutions where directed.
- Positively contribute to team activities, actively participate in internal meetings and workshops, and assist in the implementation of the LAC program.
- Follow and contribute to positive WHS practice within the team, in accordance with the Society's WHS policies and procedures.

Local Area Coordinator (LAC Program) - Position Description June 2019

- Contribute to a positive team work environment including supporting shared workload / workflow and adaptability to change.
- Work with the team to identify and implement continuous improvements across the LAC Program and be responsive to changes in program processes or requirements as directed by the Society or communicated by NDIA.
- Participate in a collaborative and positive teamwork culture including mentoring/coaching and supporting colleagues to ensure consistent practices.
- Develop and maintain internal and external stakeholder professional relationships which foster collaboration and working in partnership.

Administration

- Ensure all Participant documentation is maintained and kept current within the NDIA business system.
- Provide and maintain data to Team Leader in a timely manner for reporting purposes and respond to all requests for information.
- Ensure all operational records are maintained in accordance with the Society Policy and procedure i.e. WHS incident reports.
- Ensure that Privacy and Confidentiality of records are managed in accordance with legislation, policies and NDIA requirements.

Positive Culture

- Embrace and actively demonstrate the mission and vision of the Society, ensuring that providing a 'hand-up' is evident in all that you do.
- Maintain professional boundaries and adopt high ethical and professional standards.
- Contribute to a workplace culture that is respectful, non-judgmental, and inclusive and which promotes and upholds human rights at all times.
- Actively demonstrate our organisational values, as outlined in the Society's Code of Conduct.
- Declare any potential or perceived conflict of interests in accordance with Society's policies and procedures.

NOTE: All LAC employees are expected to travel and work independently for significant periods of time as well as work remotely across some locations of NSW.

Essential Criteria

- Demonstrated experience working in the human services sector e.g. disability, child services, allied health, social work, community development, education and/or relevant qualifications or training on social inclusion, community development and engagement or person centred thinking and planning.
- Demonstrated person centered approaches and other contemporary disability and community services practices.
- Demonstrated ethical, inclusive and non-judgmental attitude towards others.
- Proven ability to be adaptable in changing environments and ability to prioritize competing demands and achieve agreed targets.
- Highly developed verbal and written communication skills (including documentation and report writing), interpersonal, negotiation, problem solving and influencing skills.
- Ability to connect and develop networks and linkage with local community and mainstream services. Demonstrates interpersonal skills to engage with external stakeholders to establish valuable connections with local communities.
- Demonstrated computer skills including Excel and ability to work with client information systems.
- Proven ability to work autonomously while also collaborating positively within a team environment.
- Willingness to adhere to the mission and ethos of the St Vincent de Paul Society and Code of Conduct.

Desirable experience/skills

- Certificate IV in Disability or Community Services (or working towards).
- Understanding of the key principals, philosophy and opportunities of the NDIS for Participants.
- Lived experience of disability and/or Aboriginal/CALD communities will be highly regarded.
- A valid driver license and ability to undertake regular travel.
- Flexibility to attend meetings or travel outside of usual office hours as needed from time to time to support participant or program needs.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer