

POSITION DESCRIPTION

POSITION TITLE:	SITE COORDINATOR		
COMPANY DIVISION:	genU Ability	UNIT:	Participate
OFFICE LOCATION:	Various		
REPORTS TO:	Operations Manager		
OTHER PROFESSIONAL RELATIONSHIPS:	<ul style="list-style-type: none"> Internal : genU staff members incl: DSP's; SDSP's; Admin team; Leadership Team; Snr Managers; Branch Managers; Executive Team and Corporate Services External : Families and support workers (e.g.: group homes); funding bodies including State and Federal agencies; community participants; external service providers and other networks are required 		
CLASSIFICATION & CONDITIONS:	Victorian Disability Services (NGO) Agreement 2019. Level 4.		
STATUS:	Updated November 2020		

THE COMPANY

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making.

genU has been 60 years in the making. Bringing together the best of two trusted and respected organisations, Karingal and St Laurence, genU builds on this experience, adding a new ambition: to become the leader in what we do.

We want everyone's lives to be happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

genU works using a person centered approach. Our mission is to enable each person we support to live the life they choose. We do this by helping our clients re-join the workforce, master everyday tasks or access community services.

Vision: To build inclusive communities

Mission: Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.

POSITION:

GENU VALUES

VALUE	BEHAVIOURS
Welcoming	You're part of our family
Respectful	We will treat you the way we would want to be treated
Integrity	Earning your trust by always adhering to our values
Courageous	We bravely drive innovation and advocacy to assist you to live the life you choose
Excellence	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

DESCRIPTION OF DIVISION

genU operates three main service divisions of which Social Engagement Services Division is one. In keeping with the mission and objective of genU the Social Engagement Services Division seeks to improve the quality of life for Victorians with a disability and their families and carers.

PURPOSES OF THE POSITION

The Site Coordinator is responsible for leading a team of Disability Support Practitioners (DSP's), Administration Support Staff and Senior Disability Support Practitioners (SDSP) to provide high quality care and support services within established guidelines and budget.

The Site Coordinator is required to support and promote small groups and individualised community inclusion for people with a disability. The Site Coordinator will lead a staff group capable of demonstrating and delivering flexible, person centred supports to clients.

Site Coordinators will work with DSPs to ensure the people achieve their full potential and are actively working towards achieving their individual goals. Site Coordinators are required to assist with the development and implementation of individual plans with staff and other relevant individuals.

To be successful, the Site Coordinator will need to ensure a holistic approach to the individual client's needs and wants and maintain a thorough knowledge of any medical, behavioural and support history. They will be responsible for ensuring DSP's demonstrate the skills to enable clients to access a stimulating and diverse range of programs, while role modelling appropriate behaviour.

SUMMARY OF POSITION RESPONSIBILITIES

The position is directly responsible to the Manager for key accountabilities and the achievement of Key Performance Indicators.

POSITION:

People

- Monitor and develop team performance through ongoing coaching, mentoring and performance reviews and:
 - Conducting regular supervisions
 - Conducting annual performance appraisals
- Recruitment and induction of new team members including compliance with onboarding procedures
- Identifying and tracking individual and team training needs and working to support DSPs to achieve goals as per Individual Development Plans, including providing advice on training and professional development and organising training
- Fostering an environment of teamwork and collaboration
- Ensuring high levels of staff engagement
- Promoting reward and recognition of staff
- Management and communication of expectations of staff so all are aware of what is required at all times
- Ensuring all employees adhere to genU's policies and procedures

Client Responsibilities

- Provide support to clients based on their NDIA or DHHS plan (funded supports)
- Coordinate referral intake procedures for new clients
- Daily program scheduling including communication of all schedules and activities
- Ensure the implementation and review of person-centered plans that reflect and individual's strengths, abilities and goals for all clients with other relevant stakeholders
- Ensure programs are developed and reviewed to reflect client goals
- Ensure all employees are up to date with changes in client support requirements including Behaviour Support Plans which are monitored and reviewed as necessary and RIDS database is maintained and current
- Maintain client confidentiality and right to privacy at all times.
- Ensure client files are maintained and up to date as per genU procedures
- Liaise with relevant stakeholders regarding clients accessing several services to ensure effective and collaborative service delivery
- Effective and responsive incident management and follow up
- Manage client issues and complaints with respect and fairness within GenU policies and procedures and implement review and resolution processes

Staff Responsibilities

- Monitor and develop team performance through ongoing coaching and mentoring, including regular supervision and annual performance appraisals.
- Assist with recruitment and induction of new team members including compliance with onboarding procedures
- Fostering an environment of teamwork and collaboration, ensuring high levels of staff engagement
- When required support staff in the delivery of programs, including role modeling, guidance and shadowing
- Ensuring all employees adhere to genU's policies and procedures

Business Process, Documentation and Compliance

- Alongside Management and Leadership team, implement department business plan to achieve action items within proposed timeframes

POSITION:

- Financial management, including operating the programs business to agreed budget and take corrective action to address any negative trends
- Effective workforce planning and rostering
- Submit monthly reports to the Branch Manager and other Senior Managers as requested
- Manage Carelink for all relevant individuals at the site including; current personal information for both clients and staff, approval of delivered supports, monitoring of 8 day absences, remedy of NDIS errors (If applicable)
- Be aware of and ensure all genU policy, procedures and guidelines are adhered to including OH&S
- Report any illness, injury, hazard, near miss, incidents, losses or any other risk factors as soon as they are detected

Professional Development and Team Work

- Active engagement in professional development activities and relevant committees identified through supervision sessions
- Develop and maintain effective working relationships with other branches of genU, other Disability services, other non-government agencies, the National Disability Insurance Agency (NDIA) and The department of health and Human services (DHHS)
- Attend and participate in team meetings
- Complete and participate in annual staff performance review, including development actions identified

General

- Ensuring that all activities are carried out in a manner consistent with genU's values and mission
- Develop and apply industry knowledge and the range of factors impacting on disability and mental health
- Take every opportunity to enhance the image and public's knowledge of genU and its work
- Demonstrate reliability, punctuality and professionalism in all work related tasks
- Display high level of personal integrity and professionalism when representing genU
- Other duties as directed by Branch Manager or Executive Team

OH&S Responsibilities

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

KEY RESULT AREAS

People

*Evidence that referrals and intake completed according to genU policies and procedures.
Build and maintain productive relationships evidenced by feedback and observation from key stakeholders.
Site is well maintained with maintenance issues reported to administration in timely and appropriate documentation
Programs and activities operate within relevant legislative requirements, program guidelines, genU policies and procedures.
Evidence all compliance documents as per genU policy*

POSITION:

Client Responsibilities

Evidence that all clients have a compliant and current person centred plan that has been appropriately communicated and recorded

Build and maintain productive relationships evidenced by feedback and observation from key stakeholders.

Follow up on incidents and ensure they effectively reported and managed

Staff Responsibilities

Drive a positive and proactive team environment by maintaining constructive and positive communication within the team, the broader staff team and management

Staff are supervised and supported in line with genU policy and processes

Timely completion of staff performance reviews as demonstrated in documentation (as directed)

Business Process, Documentation and Compliance

Maintain up-to-date client data including file notes, assessments, person centred plans, duty statements, rosters and correspondence.

Adheres to all genU Policies, Procedures, Work Instructions and legislative requirements.

Actively participate in quality audits

Incidents and accidents are always identified and reported through the correct genU channels as directed

Professional Development and Team Work

Maintain a positive and constructive attitude that promotes confidence in the team

Evidence of active engagement in professional development activities and relevant committees identified through supervision sessions

Completion of staff annual performance reviews by required timeframes

General

Evidenced through feedback and observation from all stakeholders

Adhere to genU Staff Code of Conduct at all times

OH&S RESPONSIBILITIES

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

KNOWLEDGE, SKILLS AND EXPERIENCE

SELECTION CRITERIA

Qualifications:

- Tertiary qualification in disability or a related field, or a minimum of Certificate IV in Disability with substantial Leadership experience in the field;

Essential:

- Strong commitment to inclusion of people with disabilities within the community
- Substantial previous experience working in disability or a similar field
- Excellent communication skills and the demonstrated ability to engage a wide range of stakeholders

POSITION:

- Experience managing and motivating a team, preferably in a multi-site environment
- Experience dealing with challenging behaviours and the ability to mentor staff in this area
- Strong time management skills and a flexible attitude to post responsibilities
- Self-motivated and able to work independently with minimal supervision;
- Excellent computer skills including familiarity with MS applications – word, outlook, excel and database
- Proven ability to prepare and present written and verbal reports
- Be flexible, highly motivated, possess emotional intelligence, maturity and willingness to subscribe to the GenU mission and values
- Maintenance of a current first aid certificate and other mandatory training according to GenU policy
- NDIS Worker Screening Check
- Working with Children Check
- Current Drivers Licence
- NDIS Worker Orientation Module certificate of completion
- Satisfactory completion of an International Police Check/s (if required)

Desirable:

- Experience working with people from culturally and linguistically diverse backgrounds
- Experience working within the NDIS and/or DHHS environment

CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending		X	
Computer based tasks	X		
Driving		X	
Kneeling			X
Lifting			X
Sitting	X		
Standing		X	
Walking		X	