

# Position Description

## Senior After Hours Support Coordinator

<b>Reports to:</b>	Director Client Services
<b>Directorate/Department:</b>	Client Services / After Hours Support
<b>Number of direct reports:</b>	Nil
<b>Employment Type:</b>	Full Time - Fixed Term (12 months)
<b>Salary/Award Classification:</b>	Level 5 – Social, Community, Home Care and Disability Services Industry Award 2010  Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



### Position Purpose

The Senior After-Hours Support Coordinator will be responsible for mentoring and guiding the After Hours team to deliver quality/customer focussed support in line with client outcomes. The role will support the critical support function to Support Workers, clients and stakeholders by providing guidance and assistance. Through the provision of this quality service, Support Workers will better be able to serve our clients.

The role will act as a key contact point between After Hours and team across the organisation as appropriate, to share information, organise day to day running and facilitate continuous improvement.

The position will be required to work ad-hoc After Hours shifts to maintain skills and knowledge of service demands as well as covering periods of leave.

### Principal Duties

The key call scenarios and priorities for this role will include;

- Manage and oversee the operational function of the After Hours team, fostering a positive workplace culture where staff feel engaged, empowered and supported
- Support the After Hours team to complete tasks efficiently and effectively providing direction where necessary

- Provide training and advice on client support or roster changes to team as required
- Provide input into the development of organisational best practice standards, policies and procedures and continuous improvement initiatives
- Comply with all legislative and organisational policies and procedures, ensuring awareness and compliance within the team
- Establish regular reports and analysis of After Hours services to ensure these meet requirements for clients, staff and the organisation
- Manage and assist Support Workers with client care queries throughout the shift that may relate to behavioural guidance, medication authorisations or a critical situation
- Respond to and manage critical incidents and ensure compliance with critical incident frameworks
- Interpret and adhere to current Fair Work legislation and maintain up to date knowledge of Award provisions
- Contribute to the development and review of processes as relevant to the After Hours Service
- Ensure effective communication with other After Hours Coordinators working on rotational roster to ensure consistency of service
- Be suitably available to return to 'active' duty when rostered for 'on-call'
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives
- Apply WHS legislation and create and manage a safe work environment
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

## **Core Competency/Capability**

*(NDS – M7)*

*These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework*

### ***Sector & organisation purpose & values***

- General knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability. Understands the role, vision, mission and values of the organisation. Aligns with sector and organisation approaches and values. Understands the strategic direction under which the organisation operates.

### ***Leadership & teamwork***

- Lead a small team and/or participate as an effective team member. Supports other team members, sharing knowledge and information. Participates in professional team

meetings. Plans and schedules own work independently. Monitors progress against work plans and required outcomes and takes appropriate corrective action.

### *Communication*

- Effectively handles complex, sensitive issues and collaborates with other work areas. Uses positive engaging techniques and adapts own style to needs of other person. Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. Drafts and liaises on written work; prepares complex management reports. Has a network of relevant contacts in other work areas

### *Client and carer relations*

- Develops the capability to effectively assist customers to address/resolve a range of their needs and expectations. Develops working relationships with other work areas to assist in customer service. Maintains confidentiality and understands diversity. When required, involves more experienced staff in the more sensitive or serious matters. Develops working relationships with stakeholders.

### *Personal accountability*

- Ensures adherence to organisation policies & procedures and all relevant government legislation and relevant standards. Recommends changes to procedures and quality standards that may impact across other work areas. Analyses and mitigates risk. Ensures appropriate use of resources. Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing. Adopts a professional approach to personal accountability. Develops the capability to promote and market service offerings.

### *Innovation*

- Identifies opportunities for innovation. Adopts a creative and resourceful approach. Takes personal responsibility for continuous improvement and quality in own work. Solves most problems in own work and participates in wider problem identification and resolution tasks. Applies improvement processes.

## Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

### *Academic or Professional Qualifications*

#### **Essential**

- Diploma Community Services (or equivalent) or Certificate 4 with equivalent level of experience within the Disability Sector
- Knowledge of current legislation surrounding SCHADS award, fatigue management and other related industrial tools

#### ***Desirable***

- Knowledge of disability and principles of the Disability Services Act
- Operating knowledge / experience in person-centred practices
- Experience managing complexity of rostering

### *Skills & Delivered Performance*

- Ability to lead, mentor, supervise and develop staff
- Ability to self-manage and thrive in an environment where managing logistics and responding to urgent and emergency situations are common-place
- Ability to coach and guide others through their own problem-solving
- Confidence in making decisions within parameters and solving problems in real time
- Ability to build strong relationships to ensure a client centred approach
- Demonstrated experience in behavioural management and ability to interpret individual support plans and put plans into practice
- Effective interpersonal skills in emergency situations and via phone
- Ability to juggle multiple calls at one time and prioritise calls that are in different phases of resolution
- Ability to work with clients and staff from diverse backgrounds
- Ability to navigate data bases for rostering, customer details and record keeping
- Affinity with not-for-profit organisations and a respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

### *Special Requirements (Essential)*

- Ability to work within an office environment in isolation; and/or ability to work remotely with appropriate ergonomic set-up
- Obtain and maintain a DHS Disability Services Employment Screening

- Obtain and maintain a current Senior First Aid and CPR certificate
- Obtain and maintain a Safe Environments for Children and Young People Certificate
- On-call duty on a rotational basis is required
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Attend meetings, training and professional development as required
- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for recording time worked and accessing rosters
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

### *Authority to Act*

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

### *NDIS Code of Conduct*

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

## ***Accepted and Approved***

<b>Employee</b>			
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	

<b>Director Client Services</b>			
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	