

Location:

Ballarat

Classification:

Victorian Disability Services (NGO) Agreement 2019

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.

Duties and Responsibilities:

The role will encompass the following:

- Assist coordinators with roosting and availability for all group programs
- Assist coordinators with intake functions for new customers to group programs
- Assist coordinators with service agreements and NDIS plan follow ups.
- Assist with daily NDIS claiming and customer fees.
- Monitor all customer information to ensure currency.
- Provide back-up support to other ALO Coordinators in periods of peak demand as negotiated with Manager.
- 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.
- Staff Supervision: Actively participate in the supervision process .
- Be aware of and comply with Occupational Health and Safety systems and processes.
- 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.
- Other duties as directed by the manager.

Qualifications:

Certificate IV in Disability or demonstrated experience is required.

Experience:

- Experience in administration tasks related to disability group program delivery, rostering, intake and understanding of NDIS and funding and service agreements.
- 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 Victorian Working With Children Check.
- Current Victorian Drivers Licence.
- Check against the Disability Worker Exclusion Scheme.
- Satisfactory completion of the NDIS Worker Orientation Module

Key Selection Criteria:

Demonstrated experience in:

- Rostering staff appropriate to meet demands of group programs.
- Developing NDIS service agreements for customers accessing programs.
- Supporting Intake functions and gathering required information for customers.
- Monitoring and ensuring all customer documentation is current.
- Problem solving, developing solutions to difficult or complex issues.
- Working within structured timelines
- A variety of computer programs required to undertake the role including MS Office Suite
- Customer service and understanding the importance of timely communication.
- Working in a collaborative and consultative approach with a focus on open communication and teamwork.
- Developing strategies to manage situations involving conflict.
- Understanding of the Health and safety requirements of the role

Reports To:

Deputy CEO

Accountability:

Accountable to the CEO through the Deputy CEO.

Extent of Authority:

According to the Delegations of Authority Policy.

Pinarc Disability Support Inc (Victoria) ABN 42 761 925 547

The liability of Pinarc Disability Support Inc ARBN 630 354 826 members is limited

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 Rostering and Intake Facilitator - Group Programs.

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

Name:

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