Position Description

Parent Support Program Coordinator

Location:

- Central Highlands - based in Ballarat

Classification:

- Social, Community, Home Care and Disability Services Award 2010

Organisational Focus:

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 people of all abilities, Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as lesbian, gay, bisexual, transgender, intersex, queer, asexual/agender or other diverse sexual orientations and genders (LGBTIQA+). We actively promote the safety of children.

Primary Objective:

The role provides information, support and social connection for parent/guardian carers of children with disabilities. This is achieved through individual support conversations, newsletters and by facilitating a range of activities including support groups, seminars and social events. The philosophy is to build on the strengths of participants with the aim of fostering individual capacity and group independence and self-management.

Duties and Responsibilities:

Service Delivery

- Support families to strengthen their existing networks.
- Develop new and supportive relationships with other families and community groups, including advocacy services.
- Support groups to conduct meetings and activities by providing general coordination and promotion of meeting dates
- Promote the parent support program within Pinarc and the broader community.
- Maintain documentation related to the role including timely reporting of data.
- Know and adhere to the guidelines of the funding agencies.

- Source and share relevant, up-to-date and accurate information for individual carers and groups.

Coordination

- Facilitate parent support groups as appropriate to the needs of families and Pinarc.
- Facilitate parent information sessions as required in response to parent interests.

Staff Supervision

- To actively participate in supervision, program planning and team meetings.

Relationships

- Participate in relevant networks and forums, providing information to Pinarc about gaps in service.
- Investigate possible new service development based on identified gaps or innovative practice.

Organisational

- Participate in the quality framework and associated activities to continuously improve services.
- Be aware of and comply with Occupational Health and Safety systems and processes. Use safe manual handling practices in the role.
- Be aware of and comply with Pinarc policies and procedures available on PinPoint.
- Recognise and support cultural and spiritual diversity of customers.
- Work collaboratively, recognising contributions from all members of the team.
- Actively participate in collaborating with the broader organisation.
- Maintain confidentiality of information received and given.

Qualifications:

A tertiary qualification in allied health, social work, welfare studies or equivalent is preferred

Experience:

Experience in facilitating support groups or conducting training and information sessions particularly with individuals or families who have a child with a disability will be highly regarded.

Other Requirements:

- NDIS Worker Screening Check (includes Police Check)
- Victorian Employee - Working With Children Check
- Pre-Employment Health Declaration
- Victorian Drivers Licence
- Satisfactory completion of NDIS Worker Orientation Module

Key Selection Criteria:

- A tertiary qualification in allied health, social work, welfare studies or equivalent experience in facilitating discussion in group programs.
- Demonstrated commitment to excellence in customer service.
- Demonstrated experience in actively promoting the rights of families caring for a child or adult with disability.
- Demonstrated understanding of the issues experienced by families supporting a child with disability.
- Demonstrated experience/ in the development of community partnerships.
- Demonstrated experience to creating innovative approaches to service delivery.
- Demonstrated excellent written and verbal communication skills, including proficiency with current software programs.
- Demonstrated strategies to manage conflict.
- Demonstrated understanding of health and safety requirements of the role

Reports To:

Deputy Chief Executive Officer

Accountability:

Accountable to the CEO through the Deputy Chief Executive Officer

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

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

Name: .....