

ABN 97 470 256 857

## Position Description

**POSITION TITLE:** LinC Team Leader

**ACCOUNTABLE TO:** CEO Extended Families Australia

**PERIOD OF APPOINTMENT:** This position is for a contract period of 24 months (with possible extension). The position is subject to a 3 month probationary period.

**HOURS OF EMPLOYMENT:** 30 to 38 hours a week (preferably worked over 5 days).

Extended Families aims to provide a flexible family-friendly environment for staff. Actual start and finish times are flexible and can be negotiated. Note that some after-hours work will be required quarterly for worker Support Groups.

### ORGANISATIONAL CONTEXT:

Extended Families Australia facilitates positive connections between people within a community to provide support to children and young people with disabilities and their families. Extended Families seeks to widen social networks, empower individuals, promote inclusion and strengthen the bonds people have within their local area. The organisation breaks down barriers by changing social attitudes and creating opportunities.

Children and families who are supported by Extended Families have access to a number of flexible support options including individualised volunteer or support worker matching for social, recreational and respite support, support coordination, supported play groups, friendship groups and a range of recreational activities and groups.

With the transition to the National Disability Insurance Scheme (NDIS), Extended Families has expanded its range of services. LinC is one of the services available under NDIS. The NDIS is a new way of providing support for Australians with a disability, their families and carers. This scheme aims to maximise choice and control for participants and increase social and economic participation for people with a disability. Under this scheme, participants receive a plan with the goals they want to achieve within a given timeframe and budget allocated to them by the NDIA.

### ORGANISATIONAL RELATIONSHIPS:

**Reports to:** Directly reports to the allocated supervisor or Regional Manager and ultimately to the CEO of Extended Families.

**Direct Reports:** Inclusion Support Workers (ISW).

**Internal Relationships:** The position will work closely with Support Coordinators and with the administration and finance staff who provide support to the program.

**External Relationships:** The position will liaise and work closely with a network of key disability and NDIS service providers.

Located: 1 / 95 Bell St Coburg and / or 27 Bank St Box Hill. There is a choice of primary office location, although some work will be required at both offices. The service being coordinated is currently primarily based in the North and East Regions, but may include work across Melbourne.

Program Funding: Extended Families LinC Service is funded through individual service agreements under the NDIS or other individualised funding arrangements.

### **PRINCIPAL ROLES AND ACCOUNTABILITIES:**

The LinC Team Leader is responsible for providing client intake, service quoting, worker recruitment and support, and general coordination of the LinC Service.

The LinC Team Leader will work as part of a team to achieve the strategic goals of the organisation.

### **DUTIES AND RESPONSIBILITIES:**

#### **Casework and Service Delivery**

- Undertake intake and assessment of all participants referred to the program.
- Develop participant profiles and activity plans for all participants.
- Match suitable ISW's to participants.
- Liaise with participants and / or their families and manage any issues regarding the LinC service.
- Complete incident reports if required and manage issues.
- Ensure that activity plans for NDIS participants meet specified goals for each participant.
- Provide brief reports for participants NDIS Plan review.
- Apply practical problem solving abilities to assist families and ISW manage any service or support issues.

#### **Support Worker management and support**

- Recruit ISW to work within the program, including advertising, interviews, staff selection, referee checks and other required checks.
- Provide orientation and ongoing support for ISW's, including a quarterly training and support group.
- Ensure staff on-boarding and HR functions are completed.
- Manage a roster system for ISW
- Work with the e-learning manager to develop further worker training and on-boarding courses.

#### **Program Coordination**

- Undertake ongoing program development for the LinC Program, including any further documentation and development of systems, policies and practice guidelines and information for consumers.
- Implement the organisations outcome research tool.
- Promote the service to NDIS participants and their families if required.
- Build links and collaborative relationships with internal and external stakeholders to ensure quality service delivery.
- Undertake program administrative duties and ensure client and statistical records are maintained, including data entry in CRM.
- Provide regular reports to the Regional Managers and CEO.

## **Organisational responsibilities**

- Work within a team environment to enhance the delivery of support services to children and young people with a disability, their families and carers.
- Remain informed about changes to the NDIS, Extended Families policies and procedures and best practice.
- Participate in supervision and ongoing learning opportunities, attend relevant meetings and contribute to continuous quality improvement.
- Operate within the budget set for the program.
- Work within legal and ethical frameworks
- Promote the aims and values of Extended Families.

## **SALARY AND CONDITIONS:**

### **Award and Salary**

This position is subject to the Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010. Appointment will be at a SCHADS Level 5 depending on qualifications and experience.

This position is subject to ongoing pay equity increases.

Time in lieu is available with the approval of the line manager.

### **Salary Packaging**

Salary packaging is available for permanent or temporary staff, up to the full Threshold (cap) limit for charitable organisations, which is currently \$15,900 per annum.

### **Superannuation**

A contribution is made based on the base salary of the amount equivalent to the award or occupational superannuation obliged to be paid by the Employer pursuant to the provisions of any industrial award, industry-wide agreement or Commonwealth or State law. Currently this is 9.25%.

### **Reimbursement for Expenses**

Reimbursement will occur for all out-of-pocket expenses properly and reasonably incurred in performing the duties of this position, as negotiated with the CEO, upon production of evidence of incurring the expenses. This includes authorised travel within work hours.

### **Employment Entitlements**

All employment entitlements are based on the Social, Community, Home Care and Disability Services Industry Award 2010.

### **Equal Opportunity**

Extended Families Australia is an equal opportunity employer.

### **Cultural Diversity**

Extended Families promotes cultural sensitivity and diversity. Individuals from CALD or ATSI backgrounds are encouraged to apply.

### **Child Safety**

Extended Families Australia is an agency committed to the safety of children.

## POSITION SELECTION CRITERIA

### 1. Mandatory

- 1.1 Demonstrated knowledge, experience and competency in disability services.
- 1.2 Demonstrated knowledge of and commitment to social justice principles and inclusion, and a passion for supporting the human rights of people with a disability.
- 1.3 Strong assessment skills and previous experience working with children and young people with a disability and their families in a professional role.
- 1.4 Demonstrated cultural awareness and sensitivity and ability to work with people from diverse cultural and linguistic background.
- 1.5 Demonstrated highly developed interpersonal and verbal communication skills and the ability to build and maintain strong relationships with service providers, individuals and carers/families of people with a disability.
- 1.6 Demonstrated capacity for report writing, advanced literacy, basic budget management and analytical skills.
- 1.7 Demonstrate ability to identify, measure and report on outcomes.
- 1.8 Demonstrated ability to work independently and capacity for effective teamwork.
- 1.9 Demonstrated ability to complete administrative tasks in an organised manner, the ability to manage time effectively and prioritise tasks.
- 1.10 Ability to learn the National Disability Insurance Agency line items, planning processes and approaches to funding of supports.
- 1.11 Capacity to effectively support quality, risk and safety management systems to enhance practice and outcomes, including regulatory requirements.
- 1.12 To be computer literate and be proficient in MS Office software such as MS Word and Excel; competence in entering data on databases and competence with engaging with and maintaining cloud based rostering systems and helping others to use mobile technology.
- 1.13 Qualification in Social Work, Community Services, Disability Support or equivalent.
- 1.14 A commitment to working within the Extended Families Values and Mission and to contribute to continuous improvement.
- 1.15 Current full Victorian Driver's License and access to a comprehensively insured motor vehicle.
- 1.16 You will be required to undergo a Police Check, Disability Worker Exclusion Scheme Check and have a current Working with Children Check.

### 2. Highly desirable

The following criteria are not mandatory for this position but are preferred by the employer.

- 2.1 Knowledge of DHHS Standards as they relate to the Disability field, quality framework and policy directions.
- 2.2 Ability to speak a key community language other than English.
- 2.3 Knowledge of inclusive work practices and cultural competency frameworks.

## HOW TO APPLY

Enquiries and written applications addressing the key selection criteria, including curriculum vitae and the names of three (3) referees should be submitted by email to Ms Julie Langdon, CEO, Extended Families Australia. Email [ceo@extendedfamilies.org.au](mailto:ceo@extendedfamilies.org.au)

Closing date for applications is Tuesday 13<sup>th</sup> March 2018.