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POSITION TITLE: LinC Rostering and Administration Assistant

ACCOUNTABLE TO: LinC Team Leader

PERIOD OF APPOINTMENT: Permanent Ongoing
The position is subject to a 3-month probationary period.

HOURS OF EMPLOYMENT: 30-38 hours per week, preferably worked over at least 4 days, including Mondays. This position is likely to increase as the program expands.

Extended Families aims to provide a flexible family-friendly environment for staff. Actual start and finish times are flexible and can be negotiated.

LOCATION: 27 Bank St Box Hill. Primary office location will be in Box Hill, although some work may be required at the Coburg office. The service currently operates across Metropolitan Melbourne.

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; and friendship 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 LinC Team Leader

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.

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 Rostering and Administration Assistant is responsible for providing program support by managing a caseload of current participants. The role will include understanding the needs of individual participants and their families, building relationships with participants, families and support workers, maintaining ongoing rosters, updating Service Agreements as they expire, providing recruitment support, and matching workers as needed. The role will also include administrative duties as requested by the LinC Team Leader.

The LinC Rostering and Administration Assistant will work as part of a team to achieve the strategic goals of the organisation.

DUTIES AND RESPONSIBILITIES:

Casework and Service Delivery

- Maintain participant rosters and respond to roster changes accurately and efficiently.
- Maintain and update participant profiles and activity plans for allocated participants – at least on a 12-monthly basis.
- Match suitable ISW's to participants if the initial match ends.
- Liaise with participants and / or their families for day-to-day requests or changes
- Report and major incidents or issues to the LinC Team Leader and work together to resolve.
- Request incident reports if required and report all incidents to the Team Leader for management.
- Complete NDIS reports as requested by families or stakeholders
- Regularly communicate with workers and families to ensure the support is appropriate and as requested.
- Work as part of a team by supporting other members of the LinC Team in their daily tasks as needed.

Organisational Responsibilities

- Work within a team environment to enhance the delivery of support services to children and young people with a disability.
- 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 3 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

Mandatory

- Demonstrated knowledge, experience and competency in disability services.
- Demonstrated knowledge of and commitment to social justice principles and inclusion, and a passion for supporting the human rights of people with a disability.
- Strong assessment skills and previous experience working with children and young people with a disability and their families in a professional role.
- Demonstrated cultural awareness and sensitivity and ability to work with people from diverse cultural and linguistic background.
- 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.
- Demonstrated capacity for report writing, advanced literacy, basic budget management and analytical skills.
- Demonstrate ability to identify, measure and report on outcomes.
- Demonstrated ability to work independently and capacity for effective teamwork.
- Demonstrated ability to complete administrative tasks in an organised manner, the ability to manage time effectively and prioritise tasks.
- Ability to learn the National Disability Insurance Agency line items, planning processes and approaches to funding of supports.
- Capacity to effectively support quality, risk and safety management systems to enhance practice and outcomes, including regulatory requirements.
- 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.

- Qualification in Social Services, Community Services, Disability Support or equivalent.
- A commitment to working within the Extended Families Values and Mission and to contribute to continuous improvement.
- Current full Victorian Driver's License and access to a comprehensively insured motor vehicle.
- You will be required to undergo a Police Check, Disability Worker Exclusion Scheme Check and have a current Working with Children Check.

Highly desirable

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

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

HOW TO APPLY

Please submit your application online by copying the below link:

<https://form.jotform.co/92521711855861>

Please ensure your cover letter addresses the key selection criteria and that your resume is submitted to including the names of three (3) referees.

Enquiries may be directed to Ms Nicole Leathem, LinC Team Leader, Extended Families Australia.
Email nicole@extendedfamilies.org.au

Closing date for applications is Monday, October 21, 2019