

1 / 95 Bell St Coburg. Vic. 3058  
Tel: (03) 93558848 Fax: (03) 93549404  
ABN 97 470 256 857



**POSITION TITLE:** LinC Manager

**ACCOUNTABLE TO:** Practice Manager

**PERIOD OF APPOINTMENT:** Permanent Ongoing  
The position is subject to a 6-month probationary period.

**HOURS OF EMPLOYMENT:** Full Time (or minimum of 30 hours by negotiation)

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

**LOCATION:** Box Hill or Coburg (with a preference for Box Hill)  
Extended Families offers hybrid work-from-home/office-based employment. Attendance at both offices will be required at times as well as occasional meetings in other locations.

#### **ORGANISATIONAL CONTEXT:**

Extended Families Australia facilitates positive connections between people within the community to provide support 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.

People with disabilities and their families who are supported by Extended Families have access to several flexible support options including support worker matching for social, recreational and respite support; support coordination; supported play groups; capacity building peer groups; and financial plan management.

The programs offered by Extended Families are largely funded by the NDIS. The NDIS is a way to provide 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 Practice Manager and ultimately to Extended Families' CEO

**Direct Reports:** LinC Services Facilitators, the LinC Recruitment Administrator, and Inclusion Support Workers (ISW)

**Internal Relationships:** The position will work closely with the senior leadership team, the admin and finance team, and other Extended Families' programs.

**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 Manager is a key role in supporting the delivery of support worker services at Extended Families.

The position is responsible for providing leadership support to LinC Services Facilitators and Inclusion Support Workers while maintaining a caseload of NDIS participants. The role requires an in-depth understanding of disability support work, including understanding the needs of individual participants and their families, providing supervision to staff, managing incidents, and being committed to continuous quality improvement. Excellent interpersonal skills are required to build relationships with participants, families, LinC Services Facilitators, support workers and the greater organisation.

The position is responsible for ensuring the sustainability of the program, and for overseeing the quality and compliance requirements set by the organisation and informed by the NDIS. Organisation and efficiency are essential, with the ability to retain and manage large amounts of information and data, with the ability to learn and utilising Client Relationship Management (CRM) and rostering software.

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

### **DUTIES AND RESPONSIBILITIES:**

#### **Leadership**

- Provide leadership and strategic direction for the LinC team and service.
- Approach leadership as a collaborative relationship that draws on the strengths of individual team members.
- Show genuine caring and support for the team and ensure they feel they are valued members of the organisation.
- Understand the SCHADS award and provide guidance to staff regarding their entitlements.
- Provide regular formal and informal supervision to the LinC Services Facilitators and LinC Recruitment Administrator.
- Provide supervision and guidance to Inclusion Support Workers, including supporting with performance management when required.
- Understand Restrictive Practices and support the implementation of Behaviour Support Plans, including reporting to the NDIS Quality and Safeguards (Q&S) Commission.
- Support staff with managing incidents and complaints and identifying when incidents must be reported to the NDIS Q&S Commission.
- Coordinate participation in LinC team meetings and ensure agendas and minutes are managed.
- Support the identification, development, and implementation of ongoing continuous improvement.
- Always demonstrate Extended Families Values and commitment to best practice.
- Attend Planning and Quality Meetings with senior staff to share information about program operations and contribute to continuous improvement and the direction of the Organisation.

- Stay abreast of NDIS and industry changes and ensure relevant or necessary updates are executed within the program.

### **Casework and Service Delivery**

- Manage new referrals including sharing information about LinC, assessing participant needs and establishing their service with the organisation.
- Understand the NDIS Pricing Arrangements and Rules and manage and update Service Agreements for participants in your case load.
- Accurately and efficiently utilise Extended Families' CRM and rostering database.
- Maintain participant rosters and respond to roster changes accurately and efficiently, ensuring rosters are accurate to support payroll processes.
- Maintain and update participant profiles and management plan for allocated participants – at least on a 12-monthly basis.
- Match suitable support workers to participants, provide guidance and support to staff, and maintain positive working relationships with staff.
- Liaise with participants and / or their families for day-to-day requests or changes.
- Complete NDIS reports as requested by families or other service providers.
- 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 people with a disability.
- Remain informed about 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. Time in lieu is available with the approval of your direct supervisor.

**Salary Packaging:** Salary packaging is available for permanent or temporary staff, up to the full Threshold (cap) limit for charitable organisations, which is currently \$16,050 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 10.5%.

**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 or delegate, 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**

- Minimum 3-year undergraduate qualification in Social Work, Psychology, Allied Health or Health Sciences, Disability and Inclusion, or equivalent.
- Demonstrated knowledge, experience, and competency in disability services (minimum 5 years).
- Demonstrated knowledge, experience, and competency in supervising staff (minimum 2 years).
- 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 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.
- Have high level research skills and attention to detail.
- Demonstrated 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.
- Experience delivering supports under individualised funding models.
- 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.
- 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.
- Clear NDIS Worker Screening Check and current Working with Children Check.

### **Highly desirable**

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

- Knowledge of NDIS 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.

- Experience using a CRM and other software for managing data and workflows.

## **HOW TO APPLY**

Please email your application to Nicole Leathem, Practice Manager at Extended Families – [nicole@extendedfamilies.org.au](mailto:nicole@extendedfamilies.org.au).

Ensure your cover letter addresses the key selectin criteria and that your resume is submitted including the names and contact details of three (3) professional referees.

Enquiries can be directed to

Nicole Leathem, Practice Manager, Extended Families Australia.

e: [nicole@extendedfamilies.org.au](mailto:nicole@extendedfamilies.org.au)

m: 0438 752 126

Or

Julie Langdon, CEO, Extended Families Australia

e: [julie@extendedfamilies.org.au](mailto:julie@extendedfamilies.org.au)

m: 0425 706 170

**Closing date** for applications is midnight on Sunday, 15 January 2022.