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POSITION TITLE: LinC Services Facilitator

ACCOUNTABLE TO: LinC Manager

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

HOURS OF EMPLOYMENT: 30 hours per week.

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 (Preferred), or Coburg.
Primary office location will be in Box Hill; however Extended Families offers a hybrid work from home/work from office arrangement. Occasional meetings at other locations may be required. The service currently operates across Metropolitan Melbourne.

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, and through various government grants. 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 LinC Manager

Direct Reports: Disability Support Workers (Inclusion Support Workers)

- 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 Services Facilitator is responsible for providing program support by managing a caseload of NDIS participants. The role requires an understanding the needs of people with a disability and their family, and the ability to build relationships with participants, families, and support workers. Services Facilitators must accurately maintain rosters, create, and update Service Agreements, support with recruiting disability support workers, and match workers to participants. The role also includes other administrative duties as requested by the LinC Manager.

The LinC Services Facilitator works 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.
- Monitor participant budgets and negotiate agreements with participants and families.
- Maintain and update participant profiles and management plans for allocated participants – at least on a 12-monthly basis.
- Assess the suitability of support workers to work with individual participants and facilitate introductions and ongoing matches.
- Support participants to identify their needs, and work with them to help them achieve their goals. Liaise with participants and / or their families for day-to-day requests or changes.
- Report any major incidents or issues to the LinC Manager and work collaborative to ensure the safety and wellbeing of participants and employees.
- Request incident reports if required and report all incidents to the LinC Manager for review.
- Complete NDIS reports as requested by families or other Service Providers.
- Regularly check in 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 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 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 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, 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.

Use of private vehicle

All employees driving on Extended Families business must acknowledge and accept that their private vehicle arrangements must meet all the conditions outlined in the Extended Families Motor Vehicle policy including retaining maintaining a valid driver's license, ensuring appropriate car maintenance and insurances.

Conflict of Interest

All employees must act according to Extended Families' Conflict of Interest policy and ensure that when providing supports to service users, any conflict of interest is declared and any risks to service users are mitigated. Employees are required to act in the best interests of service users ensuring they are informed, empowered and able to maximise choice and control.

Right to Work in Australia

Applicants must either be an Australian citizen or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

Qualifications

Successful applicants are required to show proof of formal qualifications prior to formal hire.

Risk Assessed Roles and Mandatory Screening Checks

All Extended Families staff in risk-assessed roles must undertake a NDIS Worker Screening Check and Proof of Identity Check and hold a current Victorian Working with Children Check.

Mandatory Vaccination

Successful applicants are required to show proof of vaccination status and be fully vaccinated against Covid-19 and had your third dose of Covid-19 vaccine.

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.

Zero Tolerance: Extended Families has a zero tolerance to all forms of abuse to people with disability.

POSITION SELECTION CRITERIA

Mandatory

Qualifications and Experience

- Qualification in Social Work, Psychology, Disability Inclusion, Community Services, Mental Health, Allied Health or equivalent.
- Experience working with people with a disability in a support worker role or similar.

Other experience

- 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 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.
- 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.
- Ability to learn the National Disability Insurance Agency Pricing Arrangements and Rules, including their 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.
- 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, NDIS Worker Screening 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 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.

HOW TO APPLY

Please email Nicole Leathem (LinC Manager) at nicole@extendedfamilies.org.au and Julie Langdon (CEO) at julie@extendedfamilies.org.au including a resume and cover letter detailing how you meet the Key Selection Criteria.

Please include the title **LinC Services Facilitator Job Application** in the subject header.

Enquiries can be made to:

Nicole Leathem: 0438 752 126

I will be on leave from 21/12/2022 until 16/01/2023.

Julie Langdon (CEO): 0425 706 170

Please note, our offices will be closed between 24/12/2022 until 3/01/2023.

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

Closing date for applications is 20/01/2023