

Senior Local Area Coordinator

Toowoomba Service Area

Job Reference Number: TSLAC2017



Carers Queensland is a NDIS Partner delivering the NDIS in your community

Carers Queensland provides a range of support services to caring families and aims to improve the quality of life for all caring families throughout Queensland.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

Senior Local Area Coordinator	
Reports to	Team Leader NDIS LAC PITC
Direct reports	Nil
Indirect reports	Nil
Hours of employment	Full time
Contract length	From commencement until 30 June 2019
Salary Award Level	Level CSW 5.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012 (\$77,073.17 per annum)

1. About the National Disability Insurance Scheme's Local Area Coordination, Partners in Community Program

The Local Area Coordination (LAC) component of the National Disability Insurance Scheme's (NDIS) Partners in Community Program (PITC) will:

- Assist people with disability, their families and carers to build and pursue their goals for a good life; exercise choice and control and engage with the Scheme
- Ensure that people with disability can be supported outside the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability

This approach focuses on the natural authority of people with disabilities and their families and carers as well as the importance of accurate and timely information to enable people to have more choice and control in how they live their lives. It is delivered across three subprograms being:

- LAC In Advance
- Plan Implementation
- Full Scheme Planning and Plan Review

The roll out of the NDIS represents significant generational change, bringing opportunities for people with disabilities to direct and control decision within their own lives and participating fully within their communities.

2. About the Position

This position will deliver the NDIS LAC PITC program in the Toowoomba Service Area, providing information and support to participants, families and carers to develop, record and implement their NDIS Plan and build community inclusion and capacity. It is anticipated that 30% of participants will have more complex support needs, and it is the role of the Senior LAC to work directly with these participants.

3. Main Activities

3.1 Operational

- Guide and support participants with complex support needs transitioning to the NDIS via the implementation of planning tools to identify their needs
- Develop access Plans and suggest improvement to Participant Plans
- Monitor Participant Plans to understand progress with achieving Plan goals
- Utilise activities funded by the NDIA to provide ILC building support and other community and mainstream based activities and Registered Providers of Supports, and offer targeted and appropriate suggestions to participants
- Record results of contact with all participants
- Receive and action work tasks relating to an individual from the NDIA and make contact with individuals to undertake the NDIS Partners in Community program
- Build capacity and provide information to individuals, families and carers to identify their goals, strengths and needs and plan for their future based on person centred principles
- Assist individuals, families, carers and communities to access information on the NDIS
- Undertake the day to day operations of the role in a way that promotes independence, empowerment and involvement of persons with disability
- Build and maintain a current working knowledge of local community supports and services
- Participate in local and regional forums and information sharing activities as required, to support ongoing development of referral sources and knowledge base

3.2 Quality Assurance

- Participate in all NDIA required training
- Participate in quality audits to ensure the LAC program is operating within the Bilateral Agreement, NDIS Standard Operating Requirements, and Carers Queensland Standard Operating Procedures.

3.3 Risk Management

- Work within the Workplace Health & Safety accountabilities as part of the WHS Act 2011
- Identify, manage and report risks
- Meet all personal duty of care requirements
- Advise direct line supervisor of any emerging issues to proactively manage risk

3.4 Financial Management

- Ensure compliance with Carers Queensland Delegations of Authority policy

3.5 Customer Relationships

- Be an advocate and champion of choice for individuals accessing the program
- Ensure customers are advised on feedback, compliments and complaints processes
- Resolve issues and complaints as they arise in an effective and timely manner and escalate where required

3.6 Teamwork

- Actively contribute positively to the culture of Carers Queensland
- Participate in supervision and performance management process
- Undertake relevant training and development
- Participate in monitoring, evaluation and reflective practice activities

3.7 Administration

- Maintain appropriate administrative records utilising the NDIS data system in a timely manner
- Use the NDIA IT System to record appointments, defined data fields, notes and actions to ensure the Scheme develops a comprehensive single electronic file for each participant
- Use the NDIA IT System to record any interactions prior to an access decision, and subsequent referrals to any information, Linkages & Capacity Building (ILS) program for people with disability who are not eligible to become participants
- Maintain appropriate administrative records as per the policies and procedures of Carers Queensland
- Ensure all data is entered and available for the relevant reporting period
- Respond to data requests from the Team Leader in a timely manner