

FACILITATRIX



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JOB DESCRIPTION: Service Coordinator – Mentoring Program

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Facilitatrix is committed to providing high quality, individually tailored support packages and services to people with a disability in Western Australia. As an NDIS registered service provider we focus on delivering accountable and flexible supports to all our clients and also deliver a range of services to clients outside of the NDIS.

As the Service Coordinator of our mentoring program, you will oversee the provision of in-home and community-based supports for our client group. With a commitment to promoting human rights and providing a supportive workplace culture for our staff team, you will coordinate all aspects of the program, including staff recruitment and supervision, implementation of client funding plans and oversight of plan goals, rostering and leave management, service promotion and oversight of NDIS reporting requirements.

You will be the key point of contact for new and existing clients, support staff and the program's key stakeholders, including support coordinators, plan managers and allied health professionals. You will have a strong focus on working collaboratively with other agencies and fostering positive relationships within the sector, as well as with internal stakeholders.

A background within the disability sector will ensure you have a thorough understanding of all NDIS processes and policies, as well as a genuine interest in supporting people to live their best lives. Relevant tertiary qualifications in human services/disability and rostering experience will be highly advantageous.

JOB TITLE: Service Coordinator - Mentoring Program.

JOB TYPE: The position is offered as a one-year contract on a part-time basis (20 hours across 4 days per week), with the possibility of a permanent contract in the future. Occasional out of hour's availability may be required.

PAY: Social, Community, Home Care and Disability Services Industry Award (2020) Level 3-4.

A home office set up/travel allowance and superannuation is also payable, additional to the above

LOCATION:

Primarily this position will provide the flexibility to work from home, with the need to engage in work at various locations across the Perth Metropolitan area, as required. It is a requirement of the position to have a home office – mobile, laptop/computer, printer/scanner and shredder.

Work outside of the metropolitan area may be required from time to time and will be negotiated between the employer and the employee.

SUPERVISOR/MANAGER:

This position reports directly to the Executive Manager Operations.

MAIN DUTIES/RESPONSIBILITIES:

- Oversees quality outcomes for all clients within the mentoring program and associated reporting to the NDIA and Quality & Safeguards Commission
- Provides sound leadership and operational oversight to the team including regular staff supervision, organising team meetings, monitoring staff training and promoting a positive organisational culture.
- Participates in recruitment and selection and assists with the onboarding of new staff
- Oversees rostering and timesheets, manages staff leave and ensures cover across the program
- Assists with the onboarding of new clients and completes individual assessments including risk assessments
- Undertakes regular service reviews with individual clients
- Contributes to marketing and promotion of the service
- Works as part of the management team to contribute to continuous service improvements across the organisation
- Contributes to the development of policies and procedures
- Complies with all relevant legislation including workplace health and safety
- Other duties as required by the Executive Team

COMMITMENT TO FACILITATRIX'S MISSION & VALUES

All staff employed by Facilitatrix are required to demonstrate a commitment to the organisation's Mission, Vision & Values and to abide by the *NDIS Code of Conduct*, as well as all internal policies and procedures.

SELECTION CRITERIA

Essential

- Demonstrated experience in the disability sector and a sound working knowledge of the NDIS, including the ability to cost NDIS plans and manage plan budgets
- Demonstrated experience supervising staff teams
- High level interpersonal, problem-solving and communications skills
- Ability to work effectively both autonomously and as part of a multidisciplinary team setting
- Ability to use Microsoft Outlook and Teams
- High level time management and organisational skills
- High level of professionalism and outstanding work ethic
- Demonstrated commitment to principles of equity and diversity
- Demonstrated ability to achieve excellent outcomes based on individual needs
- Good working knowledge of continuous improvement principles
- Self-motivation and the ability to work remotely
- Current driver's licence and access to a reliable motor vehicle for work purposes

Desirable

- Tertiary qualification in human services/disability
- A minimum of 2 years' experience working in a supervisory capacity
- A minimum of 5 years' experience working with disadvantaged client groups within aged care, child protection, disability or mental health sectors
- Experience managing a roster

APPOINTMENT PRE-REQUISITES

Appointment is subject to:

- Working with Children (WWC) Check
- Current Australian Driver's Licence
- Access to a reliable motor vehicle and appropriate motor vehicle insurance to use that vehicle for work purposes
- Access to home office that meets WHS requirements
- Completion of 100-point identification check
- Successful Criminal Record Screening Clearance*
- Satisfactory reference checks

* This includes any worker screening checks required under the NDIS Practice Standards