

# Role Profile

## About us

For over 45 years, Intereach has been working throughout the Riverina Murray region of NSW and northern Victoria to strengthen and support communities and to improve the social and personal wellbeing of children, families, older people, carers and people with a disability.

Intereach is a leader amongst community organisations. Today, we span 38 local government areas and have more than 400 staff who deliver more than 30 programs.

At Intereach, we are committed to developing community infrastructure and supporting rural and regional communities. Our Vision of Strong Supported Communities is what drives us daily to ensure our local communities are at the heart of everything we do.

## Our Purpose

- Strengthen and improve social and personal wellbeing for individuals, families and communities;
- Promote and facilitate access, equality and social justice; and
- Deliver services locally that are of quality and have value.

## Our Values

- **LEADERSHIP** - We use our social influence to motivate others to reach their full potential.
- **PARTNERSHIPS** - We work collectively with others toward a common goal of positive social and cultural change.
- **SOCIAL JUSTICE** - We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

## Position Details

<b>Position Title:</b>	Local Area Coordinator (LAC)
<b>Department:</b>	NDIS
<b>Function:</b>	Service Delivery
<b>Award:</b>	Social Community Home Care & Disability Services 2010 (Level 4)
<b>Reports to:</b>	Program Manager Local Area Coordination
<b>Direct reports:</b>	N/A
<b>Purpose of the Position:</b>	Local Area Coordinators play a key role in delivering the National Disability Insurance Scheme (NDIS) on behalf of the National Disability Insurance Agency (NDIA). This position takes a whole of person approach to improving outcomes for people with disability to achieve their goals as well as building inclusion in the community.

## Key Responsibilities

*(the following is not exhaustive and may include others as directed from time to time)*

<b>Operations</b>	<ul style="list-style-type: none"> <li>• Deliver all aspects of operations for area of responsibility in line with Program requirements</li> <li>• Delivery of the program in line with the Intereach strategic plan</li> <li>• Responsible for the achievement of KPI's to ensure the delivery of timely and accurate reporting</li> <li>• Establish and maintain effective and ongoing working relationships with key stakeholders</li> <li>• Represent and promote work of Intereach within the community</li> <li>• Foster a strength based and person-centred approach across the organisation and community</li> <li>• Monitor and verify accuracy of data entry</li> <li>• Conduct quality conversations and deliver best practice in working with people with disability, their families and stakeholders</li> <li>• Deliver services in accordance with evidence-based best practice, relevant standards and other guiding resources</li> <li>• Build and maintain a current working knowledge of requirements relevant to the role, including the National Disability Insurance Scheme (NDIS) and relevant community/mainstream supports and services</li> </ul>
<b>Governance, Compliance and Quality Control</b>	<ul style="list-style-type: none"> <li>• Maintain a thorough understanding of and abide by Intereach Code of Conduct, frameworks and policies</li> <li>• Contribute towards policy development, implementation and compliance</li> <li>• Keep up-to-date and adhere to government legislation and industry standards, in relevant areas of responsibility</li> <li>• Identify and share feedback relating to improvements to operational processes and procedures to enhance program functions</li> <li>• Implement and monitor quality improvement and risk</li> <li>• Maintain confidentiality</li> </ul>
<b>People and Culture</b>	<ul style="list-style-type: none"> <li>• Support staff and/or students to perform their role well</li> <li>• Maintaining a positive organisational culture by demonstrating and promoting the qualities and behaviours of the Intereach Fundamentals</li> <li>• Contributing to a culture that ensures a safe working environment and promotes health and well being</li> <li>• Demonstrate Intereach fundamentals within own behaviour and embed across all aspects of the organisation</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Ensure all expenditure is consistent with delegations</li> </ul>
<b>Work, Health and Safety</b>	<ul style="list-style-type: none"> <li>• Responsibility to identify and mitigate organisational risk</li> <li>• Understand and comply with WH&amp;S policies and procedures and legislative requirements</li> <li>• Contribute to the development, implementation and evaluation of risk management plans for relevant program</li> </ul>

## The Position Holder Specifications

The below information outlines the key behaviours, skills, experience and mandatory requirements required to successfully undertake the role.

### Intereach Fundamentals

The Intereach Fundamentals is a framework of behavioural qualities, which when observed and demonstrated, define a level of competency in working behaviour. Within each of the qualities, the *behaviour observations* and *behaviour indicators* have been broadly defined at two different levels;

- Level 1 - The Individual Contributor; and
- Level 2 - The Manager

(refer to intranet for full framework and for further information on how the fundamentals work for Individual contributor and The Manager)

<b>Fundamental Level for this position:</b>	Level 1
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### Qualities

<b>Acting with Integrity</b>	At Intereach we demonstrate integrity through personal and professional behaviour, which is person centred, open, honest and ethical, including being willing to act when these standards are compromised
<b>Being Professional</b>	At Intereach we demonstrate professional behaviour by taking responsibility for our own performance, at the same time considering the needs and priorities of others
<b>Respect for Diversity</b>	At Intereach we adopt a human rights approach and value an inclusive culture that respects diversity, people's difference and life experience
<b>Intereach First</b>	At Intereach we value collaboration and sharing information within and across programs and teams, to enhance our ability to engage with and understand our community, and to ensure we deliver better-quality services
<b>Communicating Successfully</b>	At Intereach, we communicate effectively using a strength-based approach to ensure we convey and share information and ideas with others, including clarifying our understanding and taking into consideration different viewpoints
<b>Knowledge Sharing and Learning</b>	At Intereach we develop skills, knowledge and practice by keeping abreast of changes within specific fields of focus and promote a knowledge of sharing and continuous learning culture

### Selection Criteria

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Lived experience of disability and/or relevant qualifications and/or demonstrated work experience in the human services sector</li> <li>• Demonstrated experience in providing high-volume quality support and planning facilitation to assist program participants to identify and obtain their support needs and goals while building capacity</li> </ul>
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	<ul style="list-style-type: none"> <li>• Excellent written &amp; oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to establish effective relationships</li> <li>• Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines</li> <li>• Strong computer literacy skills with the capacity to work with various participant management data portals to create and maintain participant records</li> <li>• Solid understanding and working knowledge of issues facing people with disability, their families and carers</li> <li>• Knowledge of community networks, services, and formal and informal supports in the region</li> <li>• Proven ability to work effectively and as part of team and to enhance positive workplace culture</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience working with people from diverse backgrounds, including Aboriginal and Torres Strait Islander and multicultural communities</li> </ul>

**Mandatory Requirements and Checks**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Current driver's licence</li> <li>• Current Criminal Record Check (&lt; than 6 months old) or willingness to undergo check</li> <li>• Current Working with Children Check for relevant State or Territory</li> <li>• NDIS Worker Screening Check</li> </ul>
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**Acknowledgement of receipt and understanding of the Role Profile**

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	