

Position Description	
Position	Local Area Coordinator
Employer	Blue Sky Community Services
Reports to	Local Area Coordination Team Leader
Responsible to	Local Area Coordination Regional Manager
Organisational Team	Local Area Coordination
Positional Context	<p>Blue Sky Community Services is delivering the National Disability Insurance Scheme (NDIS) Local Area Coordination (LAC) Service in partnership with the National Disability Insurance Agency (NDIA). The LAC service:</p> <ul style="list-style-type: none"> - supports eligible people with disability to access the NDIS and to implement their NDIS plan - assists NDIS participants, their families and carers to identify and pursue goals that enable participants to live a good life - builds the capacity of participants, their families and carers to exercise choice and control, and to manage their NDIS plan and lives as independently as possible - builds the capacity of people with disability who are not eligible for the Scheme, their families, carers and broader circles of support to generate options and implement solutions, and to access other services and supports within the broader service system and community - builds community capacity for greater inclusion of people with disability, and creates and utilises beneficial linkages within the community to expand options and possibilities for people with disability
Position Overview	<p>This position plays a pivotal role in supporting people with disability, their families and carers and the broader community to ensure people with disability are included and valued, are able to participate in and contribute to community life, and are connected to the resources, services and supports they need to achieve their goals.</p>
Qualifications and Experience	<p>Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.</p>
Key Organisational Competencies	<ul style="list-style-type: none"> - Organisational Alignment - Professionalism - Effective Working Skills - Safety and Risk Management - Effective Communication - Relationship Management - Continual Improvement and Development - Knowledge and Practice
Positional Competencies	<ul style="list-style-type: none"> - KPI Achievement - Knowledge - Practice - NDIS Planning - Administrative Work - Individual Capacity Building - Community Capacity Building

Organisational Competencies		
Competency Area	Competency	Competency Descriptor
Organisational Alignment	Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
	Compliance	Complies with organisational policies, procedures, delegations of authority and systems.
Professionalism	Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
	Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.
Effective Working Skills	Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
	Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
	Technology	Demonstrates confidence and competence in using the technology required in the role.
Safety and Risk Management	Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
	Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
	Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.
Effective Communication	Communication	Demonstrates very good verbal and non-verbal communication skills.
	Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.
Relationship Management	Internal Relationship Management	Demonstrates very good relational, interpersonal and team work skills.
	External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
	Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
	Customer Service	Demonstrates excellent customer service.
Continual Improvement and Development	Continual Learning and Development	Demonstrates continuous learning and development.
	Continuous Quality Improvement	Demonstrates continuous quality improvement.
	Feedback and Complaints	Demonstrates effective complaints and feedback handling.
	Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
	Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.
Knowledge and Practice	Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
	Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.

	Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.
Positional Competencies		
KPI Achievement	<ul style="list-style-type: none"> - Works effectively, efficiently and productively within a high volume environment to achieve key performance indicators (as promulgated from time to time) to required timeframes. 	
Knowledge	<ul style="list-style-type: none"> - Demonstrates a very good working knowledge of the NDIS. - Positively promotes the NDIS and communicates its goals, activities, processes and functions correctly and confidently. - Provides information and communications in a timely manner. - Communicates realistic expectations. - Provides impartial information about available supports, services and options. - Builds and maintains up to date extensive knowledge of services, supports, linkages and other resources available to people with disability within the disability service system, within the broader service system, and within the community. - Identifies and reports information and insights about systemic or individual challenges, gaps and barriers, service market availability, service provision and community development needs to inform the continual development of the NDIS, the community and the broader service system. 	
Practice	<ul style="list-style-type: none"> - Demonstrates practice that is strengths based, person centred, solutions focused, capacity building, and culturally appropriate and safe. - Proactively identifies risk factors and implements strategies to ameliorate risk. 	
NDIS Planning Work	<ul style="list-style-type: none"> - Works effectively to assist participants, their families and carers to identify their strengths, needs and aspirations, and to formulate and achieve goals. - Develops and submits high quality pre-planning and plan builds to required timeframes. - Completes all participant work in accordance with the LAC Procedure Manual, including meeting Quality Assurance requirements. - Assists participants to understand and implement NDIS plans to timeframes. - Monitors plan usage and implements redress strategies where needed in a timely manner. 	
Administrative Work	<ul style="list-style-type: none"> - Completes required administrative work within required timeframes including ensuring participant data, documentation, notes and records are accurate, well written and up to date. - Ensures participant meetings are optimally scheduled in advance, and implemented to timeframes. - Ensures the issuing and collection of participant satisfaction surveys to inform continuous quality improvement. 	
Individual Capacity Building	<ul style="list-style-type: none"> - Builds the capacity, skills and knowledge of NDIS participants, their families and carers to exercise choice and control, and to manage their NDIS plans, choices and lives as independently as possible. - Builds the capacity of people with disability, their families and carers who are not eligible for the NDIS, by assisting them to generate solutions, to explore and expand options, to connect with and access services and supports within the broader service system or within the community, and to strengthen informal supports. - Assist people with disability, their families and carers to actively participate in, and contribute to social and economic life. 	
Community Capacity Building	<ul style="list-style-type: none"> - Builds community knowledge and understanding of the needs and strengths of people with disability to achieve greater valuing, inclusion and accessibility. - Builds the capacity of local communities and community members to expand and effect opportunities for greater social and economic contribution for people with disability. 	

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| | <ul style="list-style-type: none">- Actively encourages collaborative and integrated relationships and networks.- Enhances access to the NDIS and to other supports, for cohorts of people who may experience barriers to engagement, including but not limited to Aboriginal or Torres Strait Islander communities and people who are culturally and linguistically diverse.- Builds excellent working relationships with an extensive network of beneficial community assets/people to facilitate innovative, effective and sustainable community solutions, linkages and connections.- Contributes to mapping community assets, connections, strengths and capabilities, and areas for needed strengthening and development.- Creates and grows social capital and develops strong community and stakeholder partnerships to strengthen community inclusion. |
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