

## Position Description

Position	First Nations 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 a not-for-profit, values-based social purpose organisation, delivering a range of capacity-building services for people and communities within our geographic footprint. We have an enviable and kind workplace culture where every staff member, and the work they do, matters. Our vision of supporting people to thrive and creating communities where everyone belongs, is applied to our workforce and workplace, as well as to the people we provide services to.</p> <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"> <li>- 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</li> <li>- 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</li> <li>- supports eligible people with disability to access the NDIS and to implement their NDIS plan</li> <li>- assists NDIS participants, their families and carers to identify and pursue goals that enable participants to live a good life</li> <li>- 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</li> </ul> <p>The NDIA, alongside with community feedback within the Mid North Coast, has highlighted the need for tailored supports to be provided to Aboriginal and Torres Strait Islander people with disability, to facilitate effective engagement and support in the NDIS. This feedback, from people with disability and First Nations organisations, has confirmed the need for First Nations LACs to ensure Aboriginal and Torres Strait Islander people with a disability receive culturally competent and appropriate supports that meet their needs and preferences. The First Nations LAC plays a key role in meeting this need.</p>

Position Overview	This position plays a pivotal role in supporting First Nations and other 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.
Requirements	<ul style="list-style-type: none"> <li>- Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.</li> <li>- This is an identified position under Section 126 of the Anti-Discrimination Act 1977. The role will be delivered by a person who identifies as Aboriginal and/or Torres Strait Islander.</li> </ul>
Key Organisational Experience	<ul style="list-style-type: none"> <li>- Organisational Alignment</li> <li>- Professionalism</li> <li>- Effective Working Skills</li> <li>- Safety and Risk Management</li> <li>- Effective Communication</li> <li>- Relationship Management</li> <li>- Continual Improvement and Development</li> <li>- Knowledge and Practice</li> </ul>
Positional Competencies	<ul style="list-style-type: none"> <li>- KPI Achievement</li> <li>- Knowledge</li> <li>- Practice</li> <li>- Administrative work</li> <li>- Individual Capacity Building</li> <li>- Community Capacity Building</li> </ul>

*Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.*

## Organisational Competencies

### 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 effective 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

Output and Outcome Achievement	<ul style="list-style-type: none"> <li>- Works effectively, efficiently and productively within a high-volume environment to achieve key performance indicators (as promulgated from time to time) to required timeframes.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>- Demonstrates a very good working knowledge of the NDIS.</li> <li>- Demonstrates a very good understanding of building individual and community capacity in a First Nations context, and the community and mainstream supports available to assist with this.</li> <li>- Positively promotes the NDIS and communicates its goals, activities, processes and functions correctly and confidently.</li> <li>- Provides information and communications in a timely manner.</li> <li>- Communicates realistic expectations.</li> <li>- Provides impartial information about available supports, services and options, including First Nations specific services.</li> <li>- 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.</li> <li>- Identifies and reports information and insights about systemic or individual challenges, gaps and barriers, service market availability, service provision and community development needs, including those impacting First Nations peoples, to inform the continual development of the NDIS, the community and the broader service system.</li> </ul>
Practice	<ul style="list-style-type: none"> <li>- Demonstrates practice that is strengths based, person centred, solutions focused, capacity building, and culturally appropriate and safe.</li> <li>- Proactively identifies risk factors and implements strategies to ameliorate risk.</li> </ul>

<p>Individual Capacity Building</p>	<ul style="list-style-type: none"> <li>- Builds the capacity of First Nations and other 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.</li> <li>- Follows up on connections made to supports, to ensure meaningful outcomes have been achieved for people with a disability, their families and carers.</li> <li>- 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.</li> <li>- Assists people with disability, their families and carers to actively participate in, and contribute to social and economic life.</li> </ul>
<p>Supporting the Participant Journey</p>	<ul style="list-style-type: none"> <li>- Supports First Nations and other people with a disability, their families and carers to create a Community Connections plan to find out what supports and services they may require to achieve their goals.</li> <li>- Assists prospective participants, their families and carers to understand the process of submitting an application to apply for the NDIS as requested or required.</li> <li>- Works effectively to assist participants, their families and carers to identify their strengths, needs and aspirations, and to formulate and achieve goals.</li> <li>- Develops and submits high quality information gathering to required timeframes.</li> <li>- Completes all participant work in accordance with the LAC Procedure Manual, including meeting Quality Assurance requirements.</li> <li>- Assists participants to understand and implement NDIS plans to timeframes.</li> <li>- Monitors plan usage and implements redress strategies where needed in a timely manner.</li> <li>- Completes Participant Check-ins at required intervals to support ongoing plan utilisation and goal achievement.</li> </ul>
<p>Administrative Tasks</p>	<ul style="list-style-type: none"> <li>- Completes required administrative work within required timeframes including ensuring participant data, documentation, notes and records are accurate, well written and up to date.</li> <li>- Ensures participant meetings are optimally scheduled in advance, and implemented to timeframes.</li> <li>- Ensures the issuing and collection of participant satisfaction surveys to inform continuous quality improvement.</li> </ul>
<p>Community Capacity Building</p>	<ul style="list-style-type: none"> <li>- Builds community knowledge and understanding of the needs and strengths of First Nations and other people with disability to achieve greater inclusion and accessibility.</li> <li>- Takes a lead role in building and maintaining relationships and connections with First Nations communities across the region, and provides internal subject matter support to help improve our practices and processes further supporting our First Nations Community</li> </ul>

	<ul style="list-style-type: none"><li>- Builds the capacity of local communities and community members to expand and effect opportunities for greater social and economic contribution for people with disability.</li><li>- Actively encourages collaborative and integrated relationships and networks.</li><li>- Enhances access to the NDIS and to other supports, for cohorts of people who may experience barriers to engagement, including Aboriginal or Torres Strait Islander communities.</li><li>- Builds excellent working relationships with an extensive network of beneficial community assets/people to facilitate innovative, effective and sustainable community solutions, linkages and connections.</li><li>- Contributes to mapping community assets, connections, strengths and capabilities, and areas for needed strengthening and development.</li><li>- Creates and grows social capital and develops strong community and stakeholder partnerships to strengthen community inclusion.</li><li>- Enhances engagement of First Nations peoples in the NDIS, including through targeted outreach and information provision.</li></ul>
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