



POSITION:	Coordinator Programs and Disability Supports
STATUS:	Permanent
AWARD & SALARY:	Social, Community, Home Care and Disability Services Award Social and Community employee level 5 Salary Packaging in accordance with Public Benevolent Institutions
PRIMARY LOCATION:	Warrnambool or Hamilton
REPORTS TO:	Manager Accommodation and Disability Services
DIRECT REPORTS:	Up to 10 EFT
RISK ASSESSED CATEGORY:	Tier 2 – Frequent Contact

ORGANISATIONAL CONTEXT

Mpower is a well-established, successful, accredited not-for-profit community-based organisation servicing South West Victoria. Mpower has been providing a range of services to individuals and families for over 50 years. Over time, the operation of Mpower has grown from a small voluntary service to an accredited agency employing more than 95 staff and providing a range of support services to over 1200 families regionally. Mpower has experienced vast growth over the past five years, following the introduction of the National Disability Insurance Scheme (NDIS) and the expansion of other community and client services.

RESPECT

EMPOWERMENT

QUALITY

CONTINUOUS LEARNING

PRIMARY OBJECTIVES

The Coordinator Programs and Disability Supports is a leadership role within the Disability and Accommodation Department at Mpower. The Disability and Accommodation Services Department currently provides residential care, home and living support, assistance with daily living support, skills development and community participation support to people with a disability and case practitioner support to enable the transition of children and young people from residential care to more appropriate care.

The position will coordinate and supervise the day-to-day operations of all Mpower's Group Programs, Individual Supports, Respite Services and Short - term Accommodation (STA) services delivered to people with a disability and their families across the South West Victoria ensuring best practice, high-quality and person-centered service provision is delivered in the interest of all stakeholders. This includes ensuring all services are delivered in alignment with evidence-based best practices and the NDIS Quality and Safeguarding Standards.

The primary objective of the role includes:

- Coordinate and oversee the delivery of goal oriented, person-centered, quality services to participants within Group Programs, Individual support, Respite services and STAs
- Plan, coordinate and implement program activities across all services ensuring they meet the statutory requirement and program guidelines per funding body.
- Recruit, onboard, supervise, mentor and coach a pool of support workers and maintain an engaged workforce.
- Manage and implement a cost-effective roster of support workers across all services
- Participate in a rotating after-hours on-call roster

KEY ACCOUNTABILITIES

KEY AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<p>Operational Management of Outstanding Services</p>	<ul style="list-style-type: none"> • Plan, coordinate and implement the delivery of disability support services that are in line with evidence-based best practice guidelines to meet the needs and goals of each participant. • Plan and prepare all program resources and schedules in a timely manner, ensuring they are ready for support staff before the implementation of the group programs. • Conduct program evaluation with participants and staff at the completion for each program, to inform the planning and development of future group programs. • Develop and review Individual Support Plans for each participant annually and use these to direct group program activities and individual support services. • Develop and review risk assessments for all program activities annually and ensure all documents are recorded and stored in the prescribed department folder. 	<ul style="list-style-type: none"> • Support services provided lead to positive outcomes for participants demonstrated through feedback provided from participants, their families and other important stakeholders reflecting the implementation of best practice and satisfaction with outcomes. • Program schedules are finalised and communicated to both families and staff no less than 5 working days before the program day. • Support service provided are compliant with NDIS and Quality and Safeguarding standards and program guidelines. • Participant records and documents are regularly updated, managed and maintained in a confidential and secure manner in compliance with NDIS program guidelines. • All stakeholders are treated with dignity and respect during program activities in line with Mpower's values, policies and procedures demonstrated through feedback received from

RESPECT

EMPOWERMENT

QUALITY

CONTINUOUS LEARNING

	<ul style="list-style-type: none"> • Ensure all documents are updated and uploaded to Mpower's Client Management System in use (MYP). • Provide regular, clear and concise information to participants, their families and stakeholders regarding the support services they are receiving from Mpower. This includes clearly communicating any change to service delivery and responding to any enquiry in a timely manner. • Promote and ensure the provision of safe, quality and person-centered services for people with disabilities and ensure a culture of dignity and respect is always maintained. • Ensure all support services provided are compliant with NDIS Quality and Safeguarding standards. • Lead and contribute to a culture of innovation regarding the performance of the service, areas for continuous improvement, quality service delivery and implement identified improvements. • Contribute, assist in the development, review and implementation of the departmental policies, procedures and systems • Complete all operational and administrative functions related to the position such as coordinating care team meetings, timesheet approvals, roster approvals, financial approvals within delegations, client records, invoicing approvals, and program reporting to the highest standard within Mpower's operating procedures, program requirements and agreed time frames. • Ensure supplies and equipment are stocked and ready for use within support services, including conducting routine infrastructure inspections. • Ensure that Incident Reports are completed within timelines, responses are thorough, and improvements recommended are implemented • Work with Mpower's Marketing and Intake Team to ensure that all group programs and offerings are promoted appropriately • Participate in a rotating after-hours on call roster Undertake roles and functions of other Coordinators 	<p>surveys.</p> <ul style="list-style-type: none"> • Demonstrated accurate completion of all assigned administrative tasks and within set timeframes. • Demonstrated implementation of continuous improvement measures within service delivery leading to participant retention and growth in program hours. • Demonstrated responsive and timely support services provided when on-call either via phone or in person. • All incidents reported in line with the organisation policies and procedures and program guidelines.
--	---	--

RESPECT

EMPOWERMENT

QUALITY

CONTINUOUS LEARNING

	<p>within skill level and scope in periods of absences when requested.</p> <ul style="list-style-type: none"> Undertake other duties as directed by the Manager DAS 	
<p>Leadership and Management of Engaged and Effective Teams</p>	<ul style="list-style-type: none"> Lead, motivate, mentor, coach and build capacity of direct report employees to ensure delivery of high quality, person-centered services and achieving service objectives. Undertake the timely recruitment, onboarding and retention of skilled support workers across all services. Plan and implement strategies to promote teamwork, strengthen relationships across services, support wellbeing and professional development of the necessary range of skills required of support workers. Undertake primary manager responsibility of quarterly and annual performance appraisal of assigned support worker in line with Mpower's Policies and Procedures within the designated timeframe Manage and implement a cost-effective roster across all services Optimise personnel rostering in collaboration with other Coordinators within DAS to meet the employment contract requirements and best match clients' needs. Contribute to program development, lead team meetings, and attend leadership meetings as requested. Demonstrate responsibility for your own health and safety, and the health and safety of others. Participate in staff engagement, professional development and training in line with position and organisational objectives. Participate and complete Supervision, Reflective Practice and Annual Performance Appraisal in line with policies 	<ul style="list-style-type: none"> Demonstrated constructive engagement and communication with colleagues and direct reports to ensure a positive workplace culture. Approved rosters demonstrate compliance with award, cost effectiveness, published within the agreed timeframe and are updated to reflect staff changes and any shift allocations. Demonstrated completion of positive and meaningful Supervisions and Annual Performance Appraisals within the agreed timeframe, using the frameworks in place and adding value to employee experience Employee satisfaction survey results are within positive range. Evidence of consistent wellbeing initiatives to support health, safety and wellbeing of workforce being implemented. Employee retention and recruitment data is within standard industry benchmarks. Identified quality improvement initiatives are implemented within service delivery. Demonstrated accurate and timely reporting of any OH&S or incidents

RESPECT

EMPOWERMENT

QUALITY

CONTINUOUS LEARNING

	<p>and procedures.</p> <ul style="list-style-type: none"> Undertake and ensure currency of all mandatory training, certifications, qualifications and licenses including specific compliance items for this position and those of direct reports 	
Fostering Impactful Partnerships	<ul style="list-style-type: none"> Develop and maintain strong working relationships with participants that indicate healthy professional boundaries and are in line with organisational values and expectations. Develop strong working relationships with families (where appropriate) for clients and participants to work together to support the needs of the participants. Develop strong working relationships with external agencies including education and employment providers, allied health professionals, General Practitioners and other care team members, where relevant. Represent Mpower at relevant events and forums when required. Promote the Mpower brand and values through external engagement. 	<ul style="list-style-type: none"> Demonstrated strong professional relationships with internal and external stakeholders. Positive, collaborative, and effective partnerships with key stakeholders are established and maintained. Timely, concise and accurate feedback is provided to all key stakeholders, when relevant and requested, that foster a constructive and high-performance culture. Demonstration of incumbent always acting in a highly professional manner and conduct across the agency and community. Evidence of cohesive relationships with participants indicating a healthy professional boundary and are in line with organisational values and expectations.
Thriving Organisation	<ul style="list-style-type: none"> Role model Mpower's values to all staff in everyday actions and behaviours and always demonstrate effective leadership. Actively contribute to decisions that best support Mpower's DAS department and the whole of Mpower. Implement all relevant legislative requirements, organisational policies, vision, mission and value statements always. Undertake appropriate level of team meetings and other forms of communication to ensure that timely and relevant communication is flowing through all levels of the department. Support direct reports to ensure they are working effectively within their scope for a for-purpose organisation. 	<ul style="list-style-type: none"> Evidence of positive engagement and communication with colleagues to ensure a positive workplace culture. Strong stakeholder relationships evidenced through engagement survey results, and supervisor feedback. Feedback provided to all key stakeholders, when relevant and requested, fostering a constructive and high-performance culture. Mpower is positively represented at external forums and within the community. Consistently demonstrates actions that align with the applicable codes of conduct

