



The Position:

Service Support is an entry position in the Service Delivery Team responsible for supporting the Service Officers in all aspects of client service. The position acts as a back-up to ensure continuous linkage between Focal, Support Workers, clients and stakeholders such as families, carers and advocates.

The Service Support is a strong practitioner with experience of Focal’s services and understanding of the importance, impact and implementation of a person centric delivery of services.

The Service Support ensures that all components of service delivery are in place to deliver optimal services while monitoring quality. This is achieved by acting as a communication channel for both clients and staff as well as addressing any arising matters related to services at Focal.

This position is full time (76 hours per fortnight) is located at Focal premises and may involve work within the community, the homes of Focal’s clients, or at any Focal site.

Conditions of Employment:

- Appointment will be in accordance with Level 3 of the *Social, Community, Home Care and Disability Services Industry Award 2010* (SCHADS Award);
- There is a 6-month probationary period;
- Focal is an equal opportunity employer;
- Focal also offers attractive Salary Sacrificing benefits.

Personal Attributes:

Service Support demonstrates the following attributes:

Reflective Thinker – able to analyse information quickly and use it to provide solutions aligned with Focal’s policies.

Good communicator and influencer –able to maintain connection and respond to clients and stakeholders needs. Able to gain commitment from external and internal stakeholders to provide best outcomes for clients and Focal.

Collaborative – demonstrated skills in building and maintaining effective relationships with internal and external stakeholders.

Driven to deliver – focused on delivering best possible results for Focal’s clients, in particular, through assuming responsibility for individuals reaching their goals and objectives.

Courage to challenge – has the courage and confidence to speak up and challenge others even when met with resistance or unfamiliar circumstances.

Curious – an inquisitive, open-minded attitude, willing to seek out new ways to support and empower.

Version Control	Current	Previous	Prior	Initial
Position Description: Rostering Officer	16/01/2018			03/02/2017

The Work:

Service Delivery

1. Provide solutions to all daily service matters in a time sensitive way under the supervision of the Service Officer;
2. Lead, support, empower, Support Workers in their day to day work while referring HR matters and involving the Service Officer in the resolution of incidents;
3. Responsible for service delivery across a case load of clients including managing the Individual Support Plan, mandatory reporting, quality and that service delivered meet client needs;
4. Responsible for service delivery across a single service or geographic area, ensuring reporting, quality and new services are designed to meet customer's needs;
5. Support the Service Officers and Service Managers regarding complex issues;
6. Bring complex matters to the attention of the Service Officer;
7. Undertake a broad range of activities to foster innovation, development of services aligned with client needs, and assume responsibility for client satisfaction;
8. Work with all stakeholders including clients, the National Disability Insurance Agency (NDIA) and carers to ensure Focal meets its National Disability Insurance Scheme (NDIS) obligations. This is inclusive but not limited to:
 - a. Drafting Client Service Agreements
 - b. Drafting Client Individual Support Plans and Fee Schedules
 - c. Ensuring Individual Support Plans and Fee Schedules are always up-to-date
 - d. Supporting NDIS Support on an as need basis
 - e. Ensuring client progress towards goals and recording client outcomes and achievements;
9. Develop and exercise responsibility, control and administration of a services to deliver clients outcomes;
10. Actively contribute to the implementation and continuous improvements of Focal's Quality System;
11. Follow all Focal's policies as well as Focal's Delegation Matrix.

Enquiries and Client Satisfaction

1. Be the first point of contact for enquiries. Receive all incoming enquiries, document and assess client needs and wants for services;
2. Build and maintain a rapport with clients, their family members and carers, with the ability to actively engage and empower through conversation;
3. Collaborate with clients while fostering an understanding of their needs, in order to explore options and develop services that will suit their needs, wants and goals;
4. Build and maintain networks with a variety of community groups;
5. Support clients and carers with the NDIS through providing information and assisting with planning;
6. Support the Service Officer toward establishing new clients by completing required intake procedures and person-centered planning;
7. Seek advice from relevant staff to ensure enquiries are responded to appropriately and in a timely manner.

<i>Version Control</i>	<i>Current</i>	<i>Previous</i>	<i>Prior</i>	<i>Initial</i>
Position Description: Service Support	17/07/2018	N/A		17/07/2018

General

1. Complete and submit accurate and timely reporting including timesheets;
2. Participate in staff meetings, training, professional development, planning and performance reviews as required;
3. Participate in the on-call roster if directed;
4. Maintain a working knowledge of and correct compliance of the:
 - a) Policies and Procedures of Focal
 - b) Workplace Health and Safety legislation
 - c) Confidentiality and adherence to the Privacy Principles
 - d) Anti-discrimination Principles

Essential Criteria for the Position

1. Qualifications and / or experience working with the community and people with disabilities from diverse cultures and backgrounds;
2. Highly developed written and verbal communication skills;
3. Demonstrated experience meeting relevant legislation including upholding privacy and confidentiality within the workplace;
4. Current Positive Notice – Working with Children Screening Check (Blue Card) and Disability Services Positive Notice Card (Yellow Card) or willingness to obtain prior to commencement;
5. Current Senior First Aid Certificate, including CPR, or willingness to obtain prior to commencement;
6. Current driver's license and access to a reliable, registered, comprehensively insured vehicle;
7. Current National Police Certificate.

Desirable Criteria for the Position

1. Qualifications in Human Services or a related field with experience in Disabilities, Child Care or the Human Services Sector, sufficient to perform the duties at this level;
2. Qualifications in Asthma Management and Anaphylaxis Awareness;
3. Sound understanding of the NDIS.

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