



*Autism Queensland is a not-for-profit organisation with a vision for a life of participation, opportunity and choice for people on the autism spectrum.*

## Coordinator Community Services

Team	Community Services
Location	Acacia Ridge
Manager	Manager Community Services
Classification	Community Services Level 5 <i>Autism Queensland Limited Employee Agreement</i>
Employment Status	Permanent Full-Time

### Purpose

The purpose of this position as Coordinator Community Services is to coordinate the provision of quality Supported Independent Living, In-Home Support and Community Access services for people on the autism spectrum and with complex needs.

### Responsibilities

- Coordinate up to five Supported Independent Living service houses, and services for nominated individual clients, including oversight of staff rostering
- Lead, develop mentor and support Lifestyle Support Workers to perform their role in accordance with Quality standards and Autism Queensland Quality Assurance (AQQA) policies and procedures, conducting regular team meetings incorporating training and development activities as required
- Maintain physical Supported Independent Living services, including ongoing monitoring and auditing of resources and work practices in accordance with AQQA policies and procedures
- Develop, implement, actively monitor and regularly review client Positive Behaviour Support Plans in accordance with AQQA standards and legislative requirements
- Work collaboratively with the Client Services & Support and Community Services leadership teams, Lifestyle Support Workers and Restrictive Practices Guardian to conduct regular assessment and achieve positive outcomes for clients under restrictive practices
- Under direction of the Manager Community Services, liaise and maintain professional working relationships with client families, guardians and/or the Community Visitor, relevant government and community agencies to coordinate services, support staffing, community access, ongoing service development and compliance with Human Service Quality standards

- In accordance with AQQA policies and procedures, prepare and maintain accurate documentation and reporting as required by government and funding bodies and for Supported Independent Living clients, including waiting lists, client rosters, creation and maintenance of client records

## Key Performance Indicators

- Professional, constructive and responsive communication with all internal and external stakeholders
- Effective collaboration as a member of the Supported Independent Living and Community Services leadership team
- Appropriately resourced nominated individual client and Supported Independent Living services
- Effective performance management of Lifestyle Support Workers, including regular supervision meetings and timely completion of probation and annual performance reviews
- Timely and accurate documentation including client and staff rosters in accordance with AQQA procedures
- Accurate and up-to date client files, database records, waiting lists and financial records in accordance with AQQA documentation procedures
- Implementation and regular review of Positive Behaviour Support Plans
- Attendance at and participation in team meetings as scheduled
- Accurate and timely reporting of communication with external stakeholders and issues as relevant to the Manager Community Services
- Compliance with and implementation of Autism Queensland Quality Assurance (AQQA) including Workplace Health & Safety policies and procedures

## Essential Criteria

- Certificate III or IV in Disability Services or higher relevant qualification
- Minimum two years' experience in a management or coordinator position with demonstrated leadership and management skills, ideally within the disability sector
- Experience coordinating Supported Independent Living service houses, Community Access services and recreational group programs
- Minimum two years' experience as a Lifestyle Support Worker, ideally including at Autism Queensland
- Sound knowledge and demonstrated understanding of Human Service Quality Standards
- Experience with implementation of Positive Behaviour Support Plans
- An understanding of transitioning clients to the NDIS
- Demonstrated ability to work autonomously and collaboratively as a member of a team
- Proven ability to communicate constructively and effectively – both verbally and in writing

- Demonstrated literacy and numeracy skills sufficient to support AQQA documentation and financial administration requirements
- Proven strong attention to detail and organisational skills including ability to coordinate multiple service outlets
- Demonstrated proficiency in the use of Microsoft Office suite

#### *Highly-regarded*

- Certificate IV in Disability Services (Support Worker) or degree in Human Services, Psychology or similar field
- Experience working with adults and children on the autism spectrum or with a disability

#### **Special Conditions & Requirements**

- Retention of an open Driver's License
- Availability of a vehicle for work use is desirable (relevant expenses will be reimbursed)
- Ability and willingness to perform the duties of Lifestyle Support Worker if/as required to cover staff absences and ensure client service provision
- It is the responsibility of the employee to hold a current, recognized Provide First Aid qualification
- It is the responsibility of the employee to hold and maintain at their own expense, a current Criminal History Screening Card/s or relevant Exemption Card

Position Description Reviewed: January 2019