

## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>Service Delivery Officer</b>
<b>CLASSIFICATION LEVEL</b>	<b>Level 4</b>
<b>PROGRAM</b>	<b>Elcies</b>

### OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

This position is part of the Elcies program which consists of client services either funded under the National Disability Insurance Scheme through clients NDIS Plans or through fee for service funds. This program comes under Specialist Services within Lutheran Care.

### ROLE SUMMARY

The aims and objectives of this role are to work under the direction of the Clinical Lead - Positive Behaviour Support, build client and advocate relationships, communication of services to prospective clients, developing quotes, service agreements and proposals for clients.

### REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Service Delivery Officer works collaboratively with all Elcies teams and reports to the Clinical Lead – Positive Behaviour Support.

<b>ROLE:</b>	<b>Elcies STAFF RESPONSIBILITIES AND DUTIES:</b>
<b>Lutheran Care Culture</b>	<ul style="list-style-type: none"> <li>▪ Model ethical behavior and practice consistent with the ethos of Lutheran Care as outlined in the Code of Conduct and stated values.</li> <li>▪ Adhere to and support Elcies policies and procedures.</li> <li>• Comply with Professional Codes of Conduct.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>▪ Support Elcies senior management team’s decisions and ensure that instructions are carried out.</li> <li>▪ Alert SSDC to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s)</li> <li>▪ Participate in regular team meetings and forums as required.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimize risks within your team environment.</li> <li>▪ Promote and adhere to Elcies Workplace Health and Safety guidelines.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>▪</li> <li>▪ Maintain records of activities as required for accountability purposes.</li> <li>▪ Manage resources and risks efficiently and effectively.</li> <li>▪ Work within established or negotiated financial and time constraints</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Contribute to the delivery of high quality services.</li> <li>▪ Understand and support continuous quality improvement in Elcies.</li> </ul>

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<b>Service Development</b>	<ul style="list-style-type: none"> <li>▪ Build relationships with clients, their families, stakeholders, (or Support Coordinators) and advocates</li> <li>• Communicate services to prospective clients</li> <li>• Establish rapport with NDIS clients, support coordinators and LACs</li> <li>• Developing quotes, service agreements and proposals for clients.</li> <li>▪ Provide advice to the Senior Management about trends that impact upon service delivery and funding.</li> <li>▪ Ensure client funds are matched to service agreements and supports.</li> <li>▪ Ensure all clients receive exceptional support and customer service throughout their intake process.</li> <li>▪ Promote a positive and professional image of Elcies to internal and external customers and clients to ensure best practice of customer/client experience.</li> <li>▪ Work within the principles of NDIS and relevant legislation</li> <li>▪ Work with relevant staff to scope and establish the agreed service prior to service delivery</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>• Drive high standards of service and ensure positive outcomes for clients</li> <li>• Alert direct line manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li> <li>• Attend and actively participate in regular team meetings and forums as required.</li> <li>• Use sound decision making and problem solving skills to ensure continuous best practice service delivery</li> <li>• Report to the direct line manager as required.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to the delivery of high quality services.</li> <li>• Understand and support continuous quality improvement in Elcies.</li> <li>• Provide detailed on time monthly reports and data to the SSDC</li> <li>• Maintain accurate enquiry and wait listing records for report preparation to direct line supervisor</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Identify and develop key strategic relationship networks to achieve goals, and improve outcomes for clients and service delivery methods.</li> <li>• Develop strong referral pathways and work together with other agencies to provide holistic client support.</li> <li>• Promote, facilitate and model positive collaboration between agencies and sectors.</li> </ul>

## PERSON SPECIFICATION

### REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Extensive understanding of the NDIS and disability sector
- Passion to maintain up to date understanding of the changing environment of the NDIS and how this impacts on the development of PBS as submitted to the Commission
- Strong skills in time management, setting priorities, planning and organising own work to achieve specific objectives
- High level of interpersonal skills in dealing with the public and other organisations
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Ability to work independently and demonstrate initiative
- Strong team work focus
- Competence in using a personal computer, internet and electronic communications

### SPECIAL CONDITIONS

The successful applicant will be required to satisfactorily complete a Department of Human Services Working with Children Check prior to being employed. Further conditions of employment are as follows:

- Have the flexibility to work occasional evenings and weekends
- Undertake some intra-state and interstate travel
- Hold a current Provide First Aid certificate
- The successful applicant will be required to hold a current and satisfactory DHS Working with Children Check **and** an NDIS worker check prior to being employed.
- The successful applicant must hold a current South Australian Driver's Licence and possess a registered roadworthy vehicle available for work use. Local and intra-state travel may be required.

**ACKNOWLEDGEMENT:**

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_