



POSITION DESCRIPTION

ECEI Access and Coordination Practitioner Team Leader

This position description describes the scope and skills required of the **ECEI Access and Coordination Practitioner Team Leader** at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: ECEI Access and Coordination Practitioner Team Leader

Fixed Term Full Time position

REPORTS TO: ECEI Practitioner Manager

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service and early childhood early intervention (ECEI) partner, providing a comprehensive range of health, early childhood and community services.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health and mainstream community services and plans and delivers our services accordingly

Recognises that participant, community and staff engagement in all aspects of our activities is essential for effective governance

Strives to provide quality services, in a professional, timely manner, to participants from culturally and linguistically diverse backgrounds and to participants in the NDIS, children requiring early intervention and to people who may require different communication approaches as a result of a communication difficulties.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community
We provide **accessible**, innovative, and high quality services and programs
We **partner** with other organisations to ensure the development and delivery of better services

SCOPE OF THE ROLE

As a member of a transdisciplinary team, this position of ECEI Access and Coordination Practitioner Team Leader is integral to the delivery of the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) partner model in the region.

The team will implement the NDIS ECEI approach to assist all children with developmental delay and/or disability, and their families to achieve better long-term outcomes through support services in their local community. The ECEI team will build and work collaboratively with existing specialist and universal services within a child's local community to maximise opportunities for inclusion and participation for the child and family. A focus of this approach is to ensure that children receive the support required according to their individual need.

The ECEI approach delivers on family-centred practice as a central service philosophy, and. actively engages in promoting community inclusion and supporting the development of mainstream services that are accessible to people with disability.

Reporting to the ECEI Practitioner Manager, ECEI Access and Coordination Practitioner Team Leader will work to ensure a customer focused environment. The team may include ECEI Practitioner professionals and assistants, early childhood educators, students and volunteers.

The ECEI Access and Coordination Practitioner Team Leader will be required to supervise Access and Coordination Practitioners support participants to maximise their opportunities for accessing and coordinating the services they need in accordance with the NDIS ECEI partner model.

The role requirements are as follows:

- Providing family centred support
- Facilitate community connections
- Provide support to families via family capacity building
- Plan and assist access into the NDIS

DUTIES AND RESPONSIBILITIES

The ECEI Access and Coordination Practitioner Team Leader will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

1.0 Service Delivery

The ECEI Access and Coordination Practitioner Team Leader will support the provision of service delivery under the ECEI partner model. These services will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

Primary services provided include but will not be limited to: -

- 1.1 Supervision of staff who undertake initial consultations.
- 1.2 Process mapping and workflow development of the customer service intake and response functions
- 1.3 Oversight of the information gathering from and planning processes of participants

- 1.4 Support and supervision of goal setting and plan development for participants in accordance with the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) partner model
- 1.5 Adhere to the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) statement of requirements.
- 1.6 Undertake accurate and timely documentation and communication. This includes but is not exclusive to statistical information, reports, responses to inquiries, verbal and written documentation to referrers, participants and others.
- 1.7 Participate in quality improvement activities.
- 1.8 Undertake professional development as agreed to in the annual Performance Plan.

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Communicate with CEO Link HC in respect to role responsibilities and professional expertise in order to assist with program development
- 2.4 Participate in identifying professional development and training needs and attend professional development activities as required

3.0 Community Capacity Building

- 3.1 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services.
- 3.2 Working collaboratively with other local community organisations and mainstream services to develop positive social relationships and be more inclusive to people with a disability.

4.0 Quality Improvement and Professional Development

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the organisations Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.
- 4.4 Assist the Human Resources Manager in developing policies and procedures for Link HC human resources practice as appropriate.

5.0 Occupational Health & Safety (OHS)

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.
- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 5.4 Report injuries in the Site Register.
- 5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

- 6.1 The ECEI Access and Coordination Practitioner Team Leader is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
- A workplace which is free from harassment;
 - Ensuring that activities and practices prevent and eliminate unlawful discrimination
 - Promote merit and equity in the workplace.
- 6.2 will contribute to the successful management of diversity in the workplace.
- 6.3 will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.
- Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

8.0 Organisation Policies & Procedures

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

9.0 Code of Conduct

- 9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

10.0 Information Communication Technology and Information Management.

Maintain a level of competency and knowledge in Link HC business applications (dependent on role) and internal IT systems including that of the NDIS IT System and Internal Link HC systems.

Note - Training in some applications may be mandatory.

REPORTING RELATIONSHIPS

This position is accountable to the CEO Link HC

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Demonstrated commitment to Link HC Values
- Qualifications in Allied Health and/or early childhood education
- Experience 3+ years in managing customer service staff
- Experience working in either disability service delivery, early childhood services or customer service.
- Highly developed communication and problem solving skills

Desirable

- Experience in a health or community setting.

Other

- A Police Record Check regarding any criminal record will be required prior to finalisation of the appointment and updated every three (3) years.
- Credentialing documentation is required to be completed and verified prior to finalisation of the appointment.
- A Mandatory Working with Children check will be required for this role.
- Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
- This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.
- Applications from Aboriginal people, people from a culturally diverse background and people with a lived experience of disability are encouraged.
- Note: Link HC is a child safe organisation. The successful applicant will be required to undergo a satisfactory criminal record check from the Australian Federal Police or country of residence.

SERVICE VALUES

The values of Link HC will be demonstrated by:

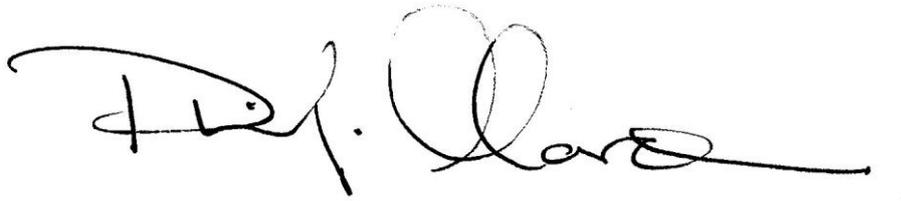
Caring for our community and for the people who use our services

Listening to people who need our services and who we advocate for our community

Providing **accessible**, innovative, and high quality services and programs

Partnering with other organisations to ensure the development and delivery of better services.

Approved:



Philip Moran
CEO Link HC
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the

Team Leader Customer Service (ECEI)

Signed:

Employee

Name:

Date: