POSITION DESCRIPTION

ECEI Access and Coordination Officer

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

POSITION:	Access and Coordination Officer
DEPARTMENT:	National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) Service
REPORTS TO:	Senior ECEI Access and Coordination Officer
DIRECT REPORT ACCOUNTABILITY:	Not applicable

POSITION SUMMARY:

Link HC NDIS ECEI Program has offices located in the Inner Eastern Melbourne, Outer Eastern Melbourne, Southern Melbourne and Inner and Outer Gippsland regions. A primary site is allocated, however in order to meet service demands, travel between site offices locations is a requirement.

Reporting to the Senior ECEI Access and Coordination Officer, the ECEI Access and Coordination Officer will work in a family centred, transdisciplinary environment. The ECEI Access and Coordination Officer will form part of a specialist team who are the first point of contact for families with children 0-6 with developmental concerns. The ECEI Access and Coordination Officer will support families, carers and the community to understand the ECEI pathway by providing information, support and linkages to families via phone and office appointments.

POSITION ACCOUNTABILITY:

The primary responsibilities include but will not be limited to: -

- Adhere to the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) Statement of Requirements (SoR).
- Undertake initial consultation to ascertain immediate needs through an intake and response function
- Adopt a family centred approach to gather information to identify the appropriate pathway for children and their families
- Gather relevant information from families, carers and/or referrers
- Provide information and support to families and connect them into community and mainstream supports
- Apply knowledge and experience in areas of expertise when delivering services/supports to families/children
- Work in partnership with the ECEI Coordinator teams

- Understand and adhere to all legislative and compliance requirements of the ECEI Program and Link HC
- Utilise evidence based practice in the delivery of services and adhere to relevant best practice guidelines.
- 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.
- Participate in quality improvement activities.
- Undertake professional development as agreed to in the annual Performance Plan.
- Support the provision of service delivery under the ECEI model. These services will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

PERFORMANCE MEASURES:

- Demonstrated skills in the evaluation and implementation of evidence based practice.
- Demonstrated understanding of the National Disability Insurance scheme Act (2013).
- Proactive, constructive and creative approaches to problem solving for individual participants and service development.
- Demonstrated skills in organisation, time management, planning and priority setting.
- Ability to fulfil the key objectives, duties and responsibilities required in the role.
- Excellent interpersonal and communication skills and phone manner.
- Demonstrated interest in participation in transdisciplinary, collaborative practice.
- Ability to identify and resolve problems and make appropriate recommendations for improvement

ORGANISATIONAL CONTEXT

Link HC is a multi-sited community health service and Early Childhood Early Intervention (ECEI) Partner in the Community (PITC), providing a comprehensive range of health, early childhood and community services.

Link HC is the NDIS ECEI Community Partner for Inner and Outer Eastern Melbourne, Southern Melbourne and Inner and Outer Gippsland areas. The ECEI approach supports children aged 0-6 years who have a developmental delay or disability and their family/carers. The ECEI approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

Link HC provides quality services in line with the program aims, funding guidelines and the Vision and Values of Link HC.

VISION

Link Health and Community's vision is healthier people participating in their communities.

VALUES

Link HC organisational 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
- We are a **sustainable** organisation, financially, socially and environmentally

OCCUPATIONAL HEALTH AND SAFETY

The position holder has a duty to take reasonable care for the health and safety of themselves and others in accordance with Occupational Health & Safety legislation.

QUALITY AND RISK MANAGEMENT

The position holder has a responsibility to Identify continuous quality improvement opportunities; participate in the development of quality procedures and contribute to internal and external program reviews and audits as required.

The position holder will respond to risk management procedures to minimise any major areas of identified risk and to comply with Link HC OH&S Risk Management Plan.

POLICIES AND PROCEDURES

The position holder will uphold and adhere to Link HC`s Code of Conduct and policies and procedures.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

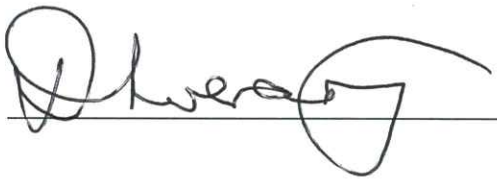
- Relevant qualifications in allied Health, Early Childhood Education, Childcare or equivalent
- Experience in either disability service delivery, early childhood services or childcare (Minimum 5 years' experience) within a health, education or community setting
- Understanding of complex health and or family situations within the disability sector
- Excellent interpersonal, communication and negotiating skills with the ability to make timely and thought-out decisions
- Excellent administrative and organisational skills with the ability to manage multiple activities with minimal supervision required
- Proven ability to work in a flexible, dynamic environment and build effective relationships at all levels both internally and externally.

Desirable

- Experience working with children and families/carers
- Lived in experience or awareness of the impact upon individuals, carers and the community

Mandatory Requirements

- Current National police check
- An International police check, if the position holder has worked overseas for a period of 12 months in the last 10 years
- Working with Children check
- Disability Worker Exclusion Scheme (DWES)
- Australian Tertiary qualification (as determined) or documentation pertaining to an overseas tertiary qualification stating Australian equivalency
- Credentialing requirements
- Registration with a regulatory body or equivalent professional membership (as determined)
- Working rights within Australia
- Victorian Driver Licence
- A reliable vehicle
- First Aid Certification inclusive of CPR
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved: 

Debra Inverarity
General Manager, NDIS

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

Signed: .....

Employee

Name: .....

Date: .....

Link HC is committed to living our organisations values and ensuring a safe environment for our staff, people using our services and people visiting our locations. We are a child safe and equal employment opportunity employer We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse backgrounds and the LGBTIQ community to join our workforce. Link HC will adhere to Equal Employment Opportunity and Gender Equity principles. To this end, Link HC will not discriminate on the basis of age, sex, gender identity, sexual orientation, marital status, disability, physical features, Aboriginal and Torres Strait Islander status, cultural background, country of birth, religious beliefs, political beliefs, carer status, pregnancy or breastfeeding.