

## Position Description

OVERVIEW	
Title	Campus Coordinator
Department	Group Services
Reports To	Service Operations Manager
Location	Doncaster East VIC
Date Prepared	July 2022

### PURPOSE

To provide leadership and assistance to the staff team and support management initiatives, which promotes delivery of outstanding services to our participants through a culture, committed to innovation and creativity, continuous improvement and safety and wellbeing.

### PARAMETERS

Key Internal Stakeholders	CEO, Executive Management, Management teams and staff
Key External Stakeholders	Community Partners, School Liaisons, participants and their families and carers

### QUALIFICATIONS AND REGISTRATIONS

- Minimum Certificate 1V in Disability or Diploma/Degree in relevant field
- Desirable qualification in Management or working towards a qualification
- Current Drivers Licence
- NDIS workers screening Clearance

### KNOWLEDGE AND EXPERIENCE

- Knowledge and understanding of the essential principles of the Disability Services Act 2006, NDIS, the principles and function of the NDIS Quality and Safeguards Commission and associated accredited standards and, knowledge of other significant legislation and current accreditation standards.
- Understanding and experience in quality safeguards for people with a disability and a sound knowledge of the Victorian Charter of Human Rights.
- Proven experience in supporting people with a disability
- Experience in management teams
- Basic HR management
- Person Centered Practices

## CORE SKILLS

### Specialist Skills and Knowledge

- Demonstrated sound written and verbal communication skills and literacy
- Ability to problem solve and use initiative to identify appropriate solutions
- Exceptional leadership attributes
- Ability to manage change and experience in managing projects
- Demonstrated ability to work independently and collaboratively
- Demonstrated ability in managing time, setting priorities and organising work
- Experience in conflict resolution.

### Interpersonal Skills

- High level of interpersonal skills, including an ability to represent and negotiate on behalf of the organisation
- Ability to work collaboratively across all business streams of the organisation
- Demonstrated ability to communicate effectively with a person with a disability, their families, staff and external stakeholders

## MUTUAL COMMITMENTS

**Equal Opportunity.** Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.

**Diversity.** Onemda welcomes and embraces diversity through providing safe, positive and nurturing environment which celebrates the rich dimensions and contributions of diversity contained within each individual.

**Safety Screening.** An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.

The safety screening process incorporates the completion of the following:

- Criminal history check ([crimcheck.org.au](http://crimcheck.org.au))
- Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors)
- Disability Worker Exclusion Scheme (DWES) check

**Safeguards:** Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Group Service Management	<ul style="list-style-type: none"> <li>• Leading and supporting a culture of continuous improvement ensuring participants and their families and carers are in receipt of outstanding customer service</li> <li>• Be responsible for the effective management and coordination of assigned campus.</li> <li>• Liaise with the GSM and Executive team to develop and expand program directions and diversity in line with Onemda's growth strategy</li> <li>• Develop community connections and opportunities to foster an environment of inclusiveness for Onemda participants.</li> <li>• Engender community interest in Onemda – our mission and participants</li> </ul>
Key Portfolio Responsibilities	<ul style="list-style-type: none"> <li>• Coordinators will be allocated one of the portfolio responsibilities below. This will be discussed and agreed at the time of appointment and may be subject to change over time</li> <li>• Behaviour Support- Lead the implementation of Positive Behaviour Supports such as training, assessing and oversight.</li> <li>• ACFE- Lead the coordination of ACFE delivery.</li> <li>• Intake and Transitions- Maintain school relationships and lead the customer journey/ transition/ intake process</li> <li>• Staff Induction</li> <li>• Student Liaisons and placements</li> <li>• Pathways coordination</li> </ul>
Participant Services	<ul style="list-style-type: none"> <li>• Provide oversight of group programs and ensure they are delivered in a manner to maximize meaningful engagement, are to the highest standards and committed to the safety and wellbeing of all participants</li> <li>• Be aware of general well-being, health and behavioural issues relevant to the support and care provided to participants and monitor/maintain the quality of support provided</li> <li>• Liaise with parents/caregivers/advocates to ensure effective communication and the welfare of participants</li> <li>• Manage all significant participant issues and report sensitive or grievance issues to the Group Services Manager</li> <li>• Report changes to participant support needs to GSM for referral to the Participant Review Committee.</li> </ul>
HR Management	<ul style="list-style-type: none"> <li>• Monitor staff performance in line with BEST practice principles.</li> <li>• Ensure that staff have opportunities for professional development, performance feedback, supervision and motivation and that performance issues are monitored and addressed with support of GSM.</li> <li>• Support the group services Educators in developing teamwork, open communication, information sharing and a collaborative problem solving processes.</li> <li>• In collaboration with Group Services Manager &amp; People and Culture Manager, attend to HR issues as necessary</li> <li>• Ensure all group service staff maintain comprehensive participant records and prepare reports, being mindful of the privacy and dignity of participants and in accordance with all relevant legislation</li> </ul>
Finance & Business	<ul style="list-style-type: none"> <li>• Oversee group services resource needs and expenditure.</li> <li>• Provide support and advice to the Group Services Manager with budget needs for group services</li> <li>• Ensure the effective input of group service attendance and billing data (Penelope)</li> </ul>

<p>Incident Management and Safeguards</p>	<ul style="list-style-type: none"> <li>• Implement and monitor practice standards in line with NDIS Quality &amp; Safeguards Commission</li> <li>• Promote an environment that has Zero tolerance to abuse, neglect and violence towards people with a disability</li> <li>• Ensure all staff operate in accordance to Onemda's code of conduct</li> <li>• Report incidents that require further investigation to the Group Services Manager in accordance with the Onemda incident management framework.</li> <li>• Liaise with Educators after all incidents and identify areas for improvement.</li> <li>• Support Educators and Instructor/Educator Supports to appropriately manage participant behaviours of concern</li> </ul>
<p>Compliance and Legislative Frameworks</p>	<ul style="list-style-type: none"> <li>• Have a thorough understanding of all compliance and legislative frameworks</li> <li>• Embed Onemda's compliance and legislative frameworks into best practice</li> </ul>
<p>General Areas of Responsibility</p>	<ul style="list-style-type: none"> <li>• Monthly management reporting to GSM.</li> <li>• Collaborate with other Campus Coordinators as appropriate and promote continuous improvement</li> <li>• Ensure services are delivered in accordance to participant outcomes</li> <li>• Manage the logistics of service delivery</li> <li>• In line with Onemdas Policies &amp; Procedures, manage staff leave and TIL requests.</li> <li>• Sign off on staff timesheets and leave requests.</li> <li>• Communicate regularly with other Campus coordinators regarding resource needs.</li> <li>• Promote an environment focused on innovation, creativity and best practice</li> <li>• Attend to other duties as reasonably directed</li> <li>• Assist and stand in for Group Services Manager in their absence if required</li> <li>• Assist and stand in for Educators in their absence if required</li> <li>• Facilitate fortnightly Stream Meetings.</li> </ul>
<p>Culture</p>	<ul style="list-style-type: none"> <li>• Consistently live and demonstrate the Onemda Values – leadership, development, respect, welcoming, caring and supportive</li> <li>• Ensure Onemda's service provision is in accordance with the principals of social justice and with respect for the dignity and human rights of all persons</li> <li>• Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation</li> <li>• Adhere to the principles of The Victorian Charter of Human Rights 2006</li> </ul>
<p>Other Activities</p>	<p>Other activities and projects as reasonably directed.</p>