



POSITION DESCRIPTION

Position Specifications

Position Title: Supported Independent Living (SIL) Coordinator

Division: Homecare+

Region: Various

Reporting to: Director HomeCare+

Role Purpose

This role oversees the funding and associated administrative requirements of HomeCare+ Supported Independent Living (SIL) facilities. It maintains services in a manner that safeguards clients and is fiscally responsible. The SIL Coordinator also acts as a consultant/expert across the organisation with respect to the funding and rostering of SIL facilities.

Key Performance Areas

Service Provision

- Consult with Finance and responsible HomeCare+ client administrative and nursing teams to ensure agreed services are delivered to clients as required within the funding approved by the NDIS
- Monitor and discuss funding changes and how this impacts clients' rosters with all relevant stakeholders
- Manage and resolve vacancies in SIL facilities in collaboration with HomeCare+ Managers and Directors
- Compile all relevant documentation for reviews including rosters of care and client profiles and the collation of appropriate documentation as supporting evidence of each client's and shared support needs
- Compile all relevant documentation for new SIL participants including rosters of care and client profiles and the collation of appropriate documentation as supporting evidence of each client's and shared support needs
- Provide advice and guidance regarding SIL process, funding and record-keeping to assist rostering to meet the appropriate funding allocation.

Employee Relations

- Build effective and trusted relationships with our workers, peers, leaders, and all other key stakeholders

- Collaborate with all members of the team with a positive and achievement-focused approach to contribute to the realisation of PQSA's overarching strategy.

Organisational Sustainability

- Contribute to client safeguarding and service excellence
- Ensure compliance with all organisational policies and procedures
- Lead in a way that reflects our core values
- Maintain strict confidentiality of all sensitive information pertaining to PQSA/HomeCare+.

Work, Health and Safety (WHS)

- Work safely within your environment by adhering to WHS policies, procedures, and guidelines
- Promote a strong safety culture by promptly reporting any WHS concerns, incidents, or hazards
- Contribute to a positive work health and well-being culture by being a supportive, constructive, and inclusive team member.

Knowledge, Skills & Experience

Essential

- Extensive experience in the disability sector and the management/oversight of SIL services
- Broad knowledge of the NDIS worker (including the aims of the scheme and legislation/rules)
- Highly developed interpersonal skills, with a proven ability to communicate with a diverse range of people and maintain a high level of customer service
- Ability to work effectively in an autonomous role
- Ability to respond with empathy and maintain calm in stressful circumstances
- Problem-solving and time management skills
- Proficient in the use of all aspects of Microsoft software.

Desirable

- Tertiary qualifications in Finance, Disability Services, Business Management, or other relevant discipline
- Experience in an environment that delivers excellent customer service.

Special Conditions

- Current South Australian full drivers' licence is essential
- DHS Working with Children Check and Disability Services Employment Screening and any relevant Screenings as stipulated by DHS/NDIS with at least 6 months' validity
- Intrastate travel and work outside of normal business hours as required.