



Position Summary

This position is a leadership role within a statewide team. You'll help co-ordinate services in the Hume Region. The Vista Service Coordinator role is a critical position that manages from service inception through to the on-going day-to-day activities of individualised community services programs.

You'll oversee service delivery, you'll meet new people who choose us as their service provider, and you'll help plan their services. You'll have the support of team leaders in Vista direct care staff and business development. You will report directly to the General Manager Community Inclusive Supports.

About you

This role is ideal for someone who has had several years experience in the disability, out of home care or community based service sector and is looking for their next career move or to diversify their skill bandwidth.

We are looking for a skilled professional to enthusiastically manage support provision within a person centred framework for our community based services (including ISP's, Transport Accident Commission Programs, individualised in-home and in-community supports), with the capacity to manage transitional respite and residential supports for Out of Home Care.

You are someone with excellent experience in a leadership role in Community services. Preferably you will have a tertiary qualification in a related field to support your experience. You must be committed to individualization support, person-centred thinking and community inclusion.

This role will be ideal for you if you have drive and passion, and if you would like a challenging, varied role which brings you into contact with a wide range of people. This is an opportunity to broaden your experience, be strategic in your approach and contribute to Vista's Community Based Services to ensure that Vista is a leader in providing services to people who have a range of individual support needs.

About this position

This is a leadership position with a difference: we're an established non-profit community based services organisation that allows you the opportunity to really make a difference. The position requires initiative and an innovative approach which will give you a major stake in the development and diversity of our current services and emerging service trends.

This challenging and rewarding position involves participating in the management of the operational component of Vista Community Support's across the Hume Region to a range of existing people we support, along with the implementation and intake of new programs.

The Vista Service Coordinator role is a senior position with appropriate delegation and responsibility. This role is responsible for the management, monitoring, service development, and quality improvement of designated services within community based service settings. The role will be responsible for a component of Vista's service delivery programs and may directly supervise Team Leaders and direct support staff, as applicable.

Within a designated area, the role will oversee the development of and management of program services to ensure that the relevant support services are delivered in a manner consistent with Organisational Policy and Procedure Guidelines, Organisational Values, the Victorian Disability Service Standards and relevant Occupational Health and Safety requirements.

Working within a dynamic and evolving business, this position offers flexibility and scope to really make a difference. This is a chance to bring your experience to the organization

This position will be supported by a well-established staff team including our, General Manager – Community Individualised Services, Program Development Manager, Team Leaders and Corporate Support Services.

We encourage a supportive work environment where staff enjoy varied roles and a development focus, and where contributions to the organisation's important work within the community are valued. You will be supported by a strong organisational support team.

About Vista

Vista is a partner organisation of E W Tipping Foundation. Established in 2003, we focus almost entirely on one-on-one in-home supports. We utilise the strength of the E W Tipping Foundation network to provide great services in a great environment for staff.

Vista Community Supports - is a state-wide provider of community based support services.

Vision: 'Our Vision is Independence, Choice and Community for All'

Mission Statement: Our Mission is to empower people to maximise their life choices, by:

- Providing services which continually improve,
- Fostering inclusive communities,
- Encouraging positive change.

Our aim is for the people we support to share in the philosophy of '**Be Who You Want To Be**'. Whether the person lives in shared accommodation, with parents, with carers or independently, our aim is for people to have the highest quality of life possible. We aim to ensure people using our services have high levels of inclusion, participation and partnership.

Value statement

Vista Community Supports believes that the core values of respect, integrity, empowerment, open communication and continual learning underpin our commitment to supporting people to enhance their life opportunities and choices. **We expect all employees to work in a professional manner based on these values.**

About EW Tipping Foundation

E.W. Tipping Foundation (EWTF) facilitates an inclusive Victoria and a strong disability support sector. We are a leading state-wide provider of residential and other in-community care services.

Our services are designed for people with a range of abilities and support needs. We support children in out of home care, our ageing population, people with physical, sensory, psychiatric, and intellectual disabilities, as well as people with multiple disabilities and people with acquired brain injury. We also support families of people with disabilities, and other people in the community.

E.W. Tipping Foundation commenced in 1970 following a meeting of more than 1,700 people in the Melbourne Town Hall. The Foundation is named in honour of Melbourne journalist and disability advocate, E.W. (Bill) Tipping, who contributed for many years to improving the situation of people with disabilities in Victoria. The Foundation is a community-based organisation.

We have a Board of Governance whose volunteer members bring a wide range of skills and perspectives, and the Foundation has voluntary Service Operating Committees and Community Committees providing advice on services throughout the state.

The Foundation has two purposes:

1. To provide person centred support.
2. To promote the development of inclusive communities.

We provide person centred disability and support services through residential, recreation, respite and specifically tailored individualised in-community services. These services are supplied through much of the state, from Lakes Entrance in Gippsland to Horsham in Western Victoria and from McCrae on the

Mornington Peninsula through to Swan Hill on the New South Wales border. We support almost 400 people and employ more than 400 staff.

We also aim to increase the inclusion of people with disabilities in Victorian communities. We do this by raising issues affecting people with disabilities in the media and with key decision makers. We also foster co-operation amongst members of communities and between community organisations.

We are a charity, partly funded by the Victorian State Government, but also with a strong independent income stream.

The Foundation's Patron-in-Chief is Governor of Victoria, Professor David de Kretser, AO and we also enjoy the support of our Patrons Dame Elisabeth Murdoch, AC, DBE, CBE and Dr Marjorie Tipping, MBE.

Additional information about the Foundation is available on our website: www.tipping.org.au

Key Objectives:

Service Coordinator:

- Assist in the management of the efficient and effective service provision in Hume region to enhance the lives of people supported
- Liaise and negotiate with government and non-government service providers, community groups and other interested parties in relation to sector initiatives, innovative programs and Vista
- Assist with new initiatives and new services.
- Maintain and monitor standards of direct care service delivery by providing the appropriate level of support and supervision to team leaders. Ensure the appropriate training and professional development of all direct care staff.
- Participate in the implementation of policies and procedures within the program area.
- Maintain positive relationships with DHS, TAC and other funding bodies to prompt and foster new service programs and ensure the management of current programs are in line with business expectations and agreements.
- Provide advice to staff, senior management and others, as required with respect to business development, marketing, opportunities and growth initiatives within the region.
- Undertake and supervise the initial intake and referral processes including responses, liaisons, meetings, assessments and initial program / service establishment.

Staff Supervision

- Facilitate and participate in staff supervision, support and development processes where applicable.

Financial Administration

- Work within a budget allocation, maintaining costs appropriately and overseeing income from traditional funders and in emerging systems such as "direct payments"

Health and Safety

- Provide staff, where necessary with relevant information and access to safe systems of work. Where relevant, manage and monitor the specific improvements in annual improvement plans relating to the area of responsibility.

Level of supervision:

Responsible to: - General Manager Community Inclusive Supports.

Key Selection Criteria:

Selection will be based on the skills, knowledge, past performance and personal attributes that are required for achieving the key objectives listed above. Demonstrated conduct in line with the organisations values and the potential for future development will also be considered.

Essential:

1. **Ability to manage, develop, initiate and deliver community based services:** Experience in the management of human services programs and demonstrated ability to contribute to the design and implementation of community based services. An understanding of key disability philosophies, including person centred approaches, looking after children framework and inclusive community development. A strong commitment to the rights of disadvantaged people; has firm values/beliefs about empowering people involved with the service system.
2. **Highly developed leadership and interpersonal skills:** Including an ability to lead and work as part of a team overall. Models high standards, provides team members with support and inspires a strong desire to succeed among team members. Is a skilful negotiator and is able to create consensus and gain agreement to proposals and ideas without damaging relationships. Well-developed communication and interpersonal skills, including the ability to work and communicate effectively with supported persons, their families, community agencies and other professionals. Have quantifiable skills and abilities and is able to conceptualize ideas, create initiatives, be innovative and develop these into service streams.
3. **Highly developed oral and written communication skills:** Is able to communicate with a range of people; listens well and asks questions to clarify information; prepares briefings and reports using clear, concise language and has strong abilities in identifying service gaps and providing business development and marketing advice along with strategies to engage these.
4. **Accountability & Integrity:** Sets high standards for self and accepts responsibility for own actions and of those that they manage and are responsible for. Presents the truth in an appropriate and helpful manner; is widely trusted; accepts responsibility for own mistakes and does not blame others; represents themselves honestly regardless of opportunities for personal gain.
5. **Finance & I.T:** Appropriate experience in managing a budget and experience in the use of MS Office and other computer software packages. Experience in use of a rostering program would be an advantage.
6. **Current Victorian Driver's License** and satisfactory police check.

Highly Desirable:

7. **Tertiary qualifications** in a relevant human services or equivalent discipline would be highly regarded. Qualification through a sound background in the provision of human services and would be considered on the basis of the candidate's commitment to complete an Advanced Diploma in Community Services (Disability) or similar within 18 months of commencing in position

Remuneration:

Total package value will depend on personal circumstances. We use fring-benefits tax-free salary packaging to your advantage, significantly increasing take-home pay. The package includes private/professional use motor vehicle (or a travel allowance if you prefer), value of charitable tax-free/FBT threshold and 9% salary superannuation. Entertainment allowances, and additional super are also options. A mobile phone and laptop computer is provided for reasonable personal and professional use.

We also have a strong commitment to professional development, and there would certainly be scope for additional learning and development opportunities.

Professional Association:

Membership of Disability Professionals Victoria (DPV) would be highly regarded.

Location:

This position will be based in Wangaratta. Regular travel within the Region is required, with some travel elsewhere in Victoria (occasionally including overnight travel).

Classification, Hours & Basis of Employment:

This is a full time permanent salaried position. A three month probation period applies. Hours need to be flexible and responsive to the variety of needs of the role. We have an expectation of a focus on outcomes and an expectation that the incumbent of this position will be professional in managing their time. Within that context there is considerable flexibility in hours.

Commencement:

We are looking for an applicant who can commence as soon as possible, however some flexibility is possible.

Contact:

Intending applicants **who have carefully read the position description** and who would like to have a confidential discussion with Faye Warren 0419 516 091.

Closing date:

Applications should be received by **Friday March 05 2009**.

How to apply:

We strongly recommend all applications to be emailed to jantine.eddelbuttel@vistasupport.org.au (using MSWord attachments). All applications need to include an application letter, a summary of relevant personal and professional experience and a statement responding to the Key Selection Criteria. **We strongly encourage applicants to respond to the Key Selection Criteria.**

If you are unable to email your application, please post it to:

Jantine Eddebuttel
C/O Human Resources
E.W. Tipping Foundation
1036 Dandenong Rd, Carnegie, VIC, 3162

Equal opportunity principles will be applied and appointment to this position will be subject to a criminal records check. A pre-existing injury/illness statement will be requested once employment has been offered.