

Position Description

POSITION TITLE:	Program Development Coordinator – Community Access & Lifestyle
DEPARTMENT:	Community Access & Lifestyle
RESPONSIBLE TO:	General Manager Community Access & Lifestyle
DIRECT REPORTS:	Team Leader(s), Developmental Educator(s)
EMPLOYMENT TYPE:	Full Time
LOCATION:	TBA
<input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> WWCC <input checked="" type="checkbox"/> DCSI – Disability or NDIS Worker screening <input checked="" type="checkbox"/> Medical	

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our client's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Reporting to the General Manager, this role is responsible and accountable for Bedfords Community Access & Lifestyle (CAL) Program, which offers social and recreational activities for individuals, small groups and large groups with varying support needs. These activities are diverse, and range from group social outings, to increasing the independence and life skills of clients. At the heart of all CAL program supports and services is the desire to deliver a program that meet Clients' goals and enable their well-being while ensuring the services are viable and designed and delivered effectively, efficiently, and sustainably.

The Program Development Coordinator will be responsible for managing the development and delivery of quality funded services through understanding client needs and identifying emerging services. This role is responsible for a range of functions within the CAL Program, including identifying program development opportunities, improving processes and procedures, implementing person-centered approaches, and supporting person-centered staff training and development. This role also has accountability for the staff within the CAL Program.

KEY RESPONSIBILITIES

- Champion the delivery of NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework.
- Support Clients to achieve their NDIS goals and objectives.
- Coach, advise, develop and support direct reports to achieve the requirements of their roles and support growth and development of the CAL team.
- Lead the ongoing expansion and development of CAL services.

- Provide innovation and expertise on the development of new CAL programs, utilising person-centred, strengths-based approaches that enhance the quality of life for people with a disability
- Provide expert advice and guidance to the team regarding the development and delivery of the program, recruitment, staff training, processes and procedures.
- Support the development and upskilling of staff, including areas such as disability-specific knowledge, person-centred active support, NDIS Practice Standards, positive behaviour support and restrictive practices.
- Promote individual choice and control to empower people with disability to live fulfilled and happy lives as they access and maintain meaningful vocational and recreational experiences.
- Complete all internal and external reporting and documentation requirements in line with the NDIS Quality and Safeguarding, NDIS operations, government agencies and corporate requirements.
- Act as an escalation for any Client and/or family/carer matters as well as any staff issues or concerns.

Program Development

Under the guidance of the General Manager CAL Services:

- Develop and contribute to new and existing programs designed to foster the skills, independence and quality of life of Bedford's Community Access & Lifestyle Clients, to maximise client retention.
- Liaise with internal and external providers to support the development of community connections and networks for Bedford clients.
- Ensure the highest level of customer service is provided in a proactive, effective and efficient manner, with a client centric approach.
- Provide specialist advice and guidance to the CAL leadership team.
- Maintain clear and effective communication with key stakeholders across organisational departments to improve the quality, opportunities and growth of new and existing programs resulting in increased positive outcomes for clients.
- Represent Community Access & Lifestyle internally (i.e. toolbox meetings) and externally (i.e. careers expo, school expos)

Corporate

- In conjunction with the General Manager, develop performance targets that align with the strategic direction of the business and the department actively promoting Bedford Values.
- In conjunction with the General Manager undertake preparation of and effective management of Departments budget.
- Provide program progress reports including recommendations and key challenges
- Comply with all Bedford policies and procedures and provide feedback where required.
- Contribute to projects within the CAL Team and across the organisation as required.
- Workforce planning and management, in line with future business requirements
- Ensure continuous improvement within the team that supports organisational culture.
- Mentor and develop individual employee's skills to maximise resources.
- Plan and coordinate professional development for CAL staff
- Support the recruitment and induction process of staff, ensuring clear expectations on Bedford's mission, values and person-centred approaches are outlined

WHS

- Acquire and maintain WHS knowledge relevant to your role and understand all operational and associated hazards and risks; lead by example to ensure a safe working environment is always maintained.

- Assist in the development and delivery of safety initiatives and strategies to raise awareness of WHS and promote a positive environment based on safer and healthier ways of working.

Other

- Travel between office locations/regions as and when required.
- Undertake other duties as required and per the direction of the General Manager.

KEY CHALLENGES

- Make a genuine difference in the lives of our clients ensuring quality supports and services are delivered within funding and resource allocations.
- Champion the client's perspective and advice on how service provision and processes can be altered or redesigned to meet changing needs
- Remain up to date and informed regarding Government policy and legislation regarding all matters relating to the NDIS and applicable Government funding.
- Maintain best practice knowledge and skills as a Developmental Educator.
- Make recommendations for supports and services based on priority needs and available resources.
- Influence the continuous improvement of business processes and activities.
- Establish and maintain relationships and knowledge of the current and future regional Day Options and CAL supports and services.

SKILLS/ATTRIBUTES

Personal Attributes

- Highly developed communication skills and demonstrated ability in establishing and maintaining effective relationships to achieve successful outcomes.
- Excellent interpersonal skills and emotional intelligence, with the ability to adapt communication style to specific needs of individuals or groups,.
- Highly developed coaching, mentoring and leadership skills.
- Demonstrated resilience in pressured situations and with conflicting deadlines.
- Ability to positively engage with stakeholders at all levels.
- Strong organisational skills, with demonstrated ability to work autonomously and organise and prioritise workload, handle multiple tasks and work efficiently and effectively to achieve deadlines.
- The ability to exercise effective judgment, sensitivity and creativity to changing needs and situations.
- Capacity to implement change and identify opportunities for innovation.
- Experience in building and maintaining effective community networks and relationships.
- Proven experience in team development and staff management.
- An ethical and results driven individual, with a positive "can do" attitude.
- A strong understanding of the NDIS.

Essential Skills and Qualities

- A track record in performance and relationship management for improved outcomes.
- Experience in program and services development and implementation.
- Demonstrated knowledge of complex support issues for people living with disability.
- Experience in coaching and guiding diverse teams (within disability services or a similar support role is preferred but not essential).

- Ability to build rapport and professional relationships with clients, support staff, other professionals and management.
- Proven ability to build strong relationships while working in a dynamic environment with changing priorities.
- Ability to communicate ideas, and information, both written and verbal in a clear and logical format.
- Intermediate level of competency in using the Microsoft Suite (i.e. MS Outlook, MS Word, MS Excel, etc).
- Previous industry experience working in organisations who support people with a disability.
- Knowledge and understanding of the human lifespan and development as well as physical, cognitive, and social growth issues related to people living with disability.
- Knowledge and understanding of the following standards:
 - National Standards for Disability Services
 - NDIS Quality and Safeguarding Framework
 - NDIS Practice Standards
 - NDIS Code of Conduct
- Bachelor of Disability and Developmental Education or equivalent degree.
- Eligible to be a member of the DEAI (Developmental Educators Australia Incorporated).
- A current driver's license.
- Senior First Aid Certification.

Desirable Skills and Qualities

- Relevant computer software and hardware applications knowledge, with the ability to use technology-based client management, documentation systems.
- Specialist knowledge of disabilities prevalent within the Bedford workforce.
- In depth knowledge of human resource principles and legislative requirements.

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Standards for Disability Services* (the Disability Services Standards).

OTHER RELEVANT INFORMATION

Further Information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of Program Manager – Community Access & Lifestyle

Signed _____

Date _____