

Position Description: Family Service Coordinator



ROLE DETAILS

at 1 June 2008

Role Title: Family Service Coordinator	Department or Function: School Age Services
Reports to: DPSD	Location: Across locations

ROLE PURPOSE

Statement

School Age Services are designed to provide a coordinated, family-centred service option as children enter and complete the complex years of schooling.

School Age Services assist children and young people (6-18) with a disability to maximise their independence and participate in their home and community, whilst assisting families to continue to provide care for their child with a disability.

ROLE ACCOUNTABILITIES

- *Participate in the development of an Individual Family Service Plan (IFSP), taking a co-ordination role: defining the priorities raised by the family which may include programs to support the child's development within and across home and community settings, participate within leisure activities, behavioural support programs, needs of siblings and other family members, etc.*
- *Provide information and well being programs such as issues around child development, social/emotional development for children with a disability.*
- *Provide information and advice to families and carers about the range and availability of services in the local area.*
- *Assist families to access information about their rights, responsibilities, government policies and procedures.*
- *Document outcomes in relation to program goals, and keep records of each child's progress.*
- *Work flexibly to meet child and family needs.*
- *Maintain ethical and legal boundaries with clients, families and co-workers.*

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QUALIFICATIONS, KNOWLEDGE & EXPERIENCE:

Essential Qualifications/ Criteria:

- Tertiary qualification in Education, Allied Health or a related discipline
- Relevant experience within this discipline
- Car and drivers Licence

Desirable Qualifications/ Criteria:

- Experience working with children with disabilities
- Experience working with families of children with disabilities
- Understanding of the impact of a disability on the family
- Understanding of the principles of a family centred model

Critical knowledge:

- Demonstrate highly focussed work practices

Relevant Legislation:

- Comply with the requirements of funding bodies in terms of program Development, implementation and documentation
- Comply with Disability Service Standards and the Children's Standards in Action
- Comply with confidentiality standards
- Demonstrate knowledge of Equal Employment Opportunities (EEO), OH&S principles and the Disability Service Act (DSA)

Professional Membership:

- Desirable

KEY INTERACTIONS / RELATIONSHIPS

Contacts within Lifestart:

- Contact with DPSD, Head Office
- Liaise with local Lifestart ECI Area Coordinators and their teams where required

Contacts outside Lifestart:

- Families
- Community resources and facilities

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COMPETENCIES & BEHAVIOURS

Essential Competencies:

- * Relationship management, including mediation
- * Interpersonal communication
- * Teamwork and internal/external customer service
- * Willingness to be motivated and challenged with a positive attitude
- * Being organised and ability to plan
- * IT skills - Database management, MS Excel, Outlook, Word, PowerPoint & the Internet
- * Analytical and problem solving
- * High level of written and verbal skills
- * Effective time management skills

Other Behaviours Critical for the role:

- * Ability to work in a confidential sincere and professional manner when interacting with parents
- * Ability to interact with people of all levels.
- * Ability to work independently whilst sharing learning and information with team
- * Self discipline
- * Punctuality
- * Open to learning and coaching others