

## Position Description

<b>POSITION TITLE:</b>	Employee Development Coordinator
<b>DEPARTMENT:</b>	Employment Services
<b>RESPONSIBLE TO:</b>	Team Leader, Employee Development Coordinator
<b>DIRECT REPORTS:</b>	Nil
<b>INDUSTRIAL INSTRUMENT:</b>	Enterprise Agreement
<b>CLASSIFICATION LEVEL:</b>	SESA Level 6
<b>LOCATION:</b>	Various
<input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> NDIS Worker Screening Check <input type="checkbox"/> Working with Children Check <input checked="" type="checkbox"/> Driver's Licence <input checked="" type="checkbox"/> Medical <input type="checkbox"/> Proof of full COVID-19 vaccination, or an acceptable medical exemption <input checked="" type="checkbox"/> Proof of completion of NDIS Worker Orientation Module	

Bedford exists to support people with disability to live the life they choose through a diverse range of skill-building opportunities, from social activities, experiences, supported employment and open employment. Underpinning this is the belief that diversity, inclusion and acceptance equals belonging for people of all abilities.

People with disability who live, work, and receive care from Bedford need to do more than just get by, they should be given the opportunity and resources to learn, grow and live meaningful, confident lives.

### POSITION SUMMARY

Reporting to the Team Leader, Employee Development Coordinator (TL EDC) the Employee Development Coordinator (EDC) provides high level service with a client centric approach in a proactive, effective and efficient manner. This position provides individual and group training and support to our clients to support clients to meet their individual goals.

### KEY RESPONSIBILITIES

- Championing the delivery of the *NDIS Practice Standards*, the *NDIS Code of Conduct*, as well as the *NDIS Quality and Safeguarding Framework*
- Support employees to achieve their NDIS goals and objectives.
- Capacity building employment supports, which may include:
  - Work with operations and recommend workplace adjustments and accommodations to assist clients reach their potential
  - Skills development in a vocational area of their choice
  - Career planning and support activities.

- Assist in the investigation of incidents and provide appropriate reports and documentation including any relevant NDIS reporting requirements.
- Promote individual choice and control to empower people with disability
- Maintaining appropriate records, ensuring complete accuracy and confidentiality.
- Assist the operations team with risk management procedures, processes, policies, and practices.
- Develop person centred profiles with employees on how best to support them
- Provide mentoring to employees as required to assist employee workforce development and learning.
- Refer employees onto support or advocacy agencies and services as required.
- Conduct end of service requirements are completed in line with policy and procedures.
- Complete new employee recruitment and induction documentation requirements.
- Ensure Individual Training Plans (ITPs) and Service Delivery Reviews (SDRs) are completed in line with policy.
- Ensure employee wage assessments are completed in line with policy in conjunction with Support Staff in line with policy.
- Assist the project team with the roll out of any new projects as they arise.
- Build and maintain strong working relationships with external support services and employee parents and guardians.
- Ensure all documentation regarding personnel, training and support provided is line with the NDIS Quality and Safe Guarding Framework.
- Maintain/update employee participant records held in our client records management system
- Work Collaboratively with the client management team & the onboarding team to ensure support is provided to school to work transition placement students
- Complete Workplace Health and Safety incident paperwork, facilitate appointments and liaise with relevant WHS staff.
- Flexibility to travel between office locations/regional sites as and when required.
- Undertake other duties as required and per the direction of the Team Leader, EDC, Manager - Employment Services and/or General Manager.

## **KEY CHALLENGES**

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- Make a genuine difference in the lives of our clients, ensuring quality support is delivered
- Remain up to date and informed regarding Government policy and legislation regarding all matters relating to the NDIS and applicable Government funding.
- Ensure support and services are being delivered in alignment with relevant legislative frameworks and in line with budgetary/funding requirements.
- Commit to the continuous improvement of business processes and activities.
- Effectively working through challenging behaviours and unexpected situations to achieve the best business and individual outcomes for all involved.
- Establish and maintain close working relationships with key internal stakeholders and employees, to develop a comprehensive knowledge and understanding of the needs of individuals which may impact future service offerings.

## SKILLS / ATTRIBUTES

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### Personal Attributes

- Have an affinity for the people with disability who Bedford support
- Embrace the organisation's values and lead by example.
- Demonstrate an excellent understanding of the NDIS.
- Be an ethical, outcomes and results driven individual, with a positive, "can do" attitude.
- The ability to exercise effective judgment, sensitivity, creativity to changing needs and situations.
- Outstanding interpersonal skills and high-level oral and written communication essential for establishing and maintaining effective relationships to achieve successful outcomes.
- Confidence with working autonomously across Bedford sites and the ability to make decisions when required.

### Essential Skills and Qualities

- Previous industry experience working in disability.
- Certificate IV in Disability or relevant tertiary qualifications
- Excellent communication and interpersonal skills; high level of emotional intelligence.
- Strong initiative, performance and innovation in the delivery of services to people with diverse needs.
- Ability to use technology-based client management and documentation systems.
- Intermediate level of competency in using the Microsoft Suite (i.e. MS Outlook, MS Word, MS Excel, etc).
- A current drivers licence.
- Current First Aid certification
- Cleared to work (NDIS Worker Screening Check, National Police Clearance, Medical).

### Desirable Skills and Qualities

- Certificate IV in Training and Assessment (Desired, not essential).
- Tertiary qualifications in Psychology or Developmental Education or similar (Desired, not essential).
- Knowledge and understanding of the following standards:
  - NDIS Quality and Safeguarding Framework
  - NDIS Practice Standards
  - NDIS Code of Conduct

**CORPORATE RESPONSIBILITIES**

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All staff are required to work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards* (the NDIS Practice Standards) and any other legislation that is relevant to their role, and:

- behave in a manner that is consistent with Bedford’s mission, vision, and values and that supports clients and employees to achieve their NDIS goals and objectives.
- comply with Bedford policies and procedures as amended from time to time, including the *Code of Conduct*.
- acquire and maintain Work Health and Safety knowledge relevant to your position.
- participate in any performance or professional development process as required by Bedford.
- participate in mandatory training as relevant to your role, and as required by Bedford.

**OTHER RELEVANT INFORMATION**

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

Bedford may vary your Position Description from time to time.

I confirm that I have read and understood the Position Description for the position of Employee Development Coordinator.

**[NAME]**

Signed \_\_\_\_\_

Date \_\_\_\_\_