



**carpentaria**

Carpentaria Disability Services Ltd

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Carpentaria is a registered NDIS service provider

## POSITION DESCRIPTION

### WORKFORCE SUPPORT COORDINATOR – ACCOMMODATION SERVICES

<b>Level and Salary Range</b>	\$84,287.00 to \$88,687.00
<b>Job Type</b>	Full time 2-year contract
<b>Reports to</b>	Client Services Manager
<b>Purpose of the Position</b>	Develop and maintain skilled and engaged employees, meet service needs and compliance requirements within a continuous improvement context. The role involves recruiting, onboarding, training and rostering support workers to ensure high quality and efficient service delivery that meets NDIS plans.
<b>Tasks and Responsibilities</b>	<ul style="list-style-type: none"> <li>Onboard and train disability support workers in Carpentaria's best practice guidelines, computer systems and documentation processes, policies and procedures within a continuous improvement framework, ensuring all regulatory and quality assurance requirements are met to the highest standard</li> <li>Ensure support workers skills are maintained and updated as required</li> <li>Coordinate rostering of disability support workers to ensure efficient high quality service delivery across the Accommodation Services team that meets individual needs and service continuity</li> <li>Collaborate with Accommodation Services, Finance and Human Resources to ensure scheduling meets business and regulatory compliance</li> <li>Provide evidence-based advice and support regarding workforce planning and utilisation, and maintain accurate information for all stakeholders</li> <li>Coordinate emergency rosters for business continuity purposes in response to crisis and emergency situations</li> <li>Other duties as required</li> </ul>
<b>Essential Criteria</b>	<ul style="list-style-type: none"> <li>Certificate IV or higher qualification in a relevant area</li> <li>Experience in onboarding and training staff</li> <li>Experience in or demonstrated capacity to develop rosters</li> <li>A strong ability to manage the competing demands of a busy environment, prioritise tasks and work to deadlines.</li> <li>Ability to problem solve and develop and refine processes to mitigate risks</li> <li>Demonstrated team commitment and cross cultural experience and an ability to work with individuals from diverse backgrounds</li> <li>Demonstrated highly developed interpersonal, facilitation, communication, time management and organisational skills and experience in building internal networks and navigating complex systems</li> <li>Demonstrated experience working within the parameters of defined policies, procedures and legislative requirements</li> <li>Demonstrated high level expertise in relevant computer systems (finance, CMS and rostering)</li> <li>Demonstrated attention to detail and data entry accuracy</li> <li>Demonstrated commitment to continuous quality improvement</li> <li>A positive attitude towards supporting people with disabilities to live a good life</li> <li>Current Ochre Card, Criminal History Check and NT Driver's Licence</li> </ul>
<b>Preferred Criteria</b>	<ul style="list-style-type: none"> <li>Qualifications in adult education and training</li> <li>Experience working within disability sector and knowledge of NDIS</li> </ul>
<b>Values and Behaviours Required</b>	<ul style="list-style-type: none"> <li>Embodiment of Carpentaria's Values and Principles of Good Practice through a human rights based approach.</li> </ul>

Authorised by CEO:

Date:

12/12/2021