

Lifeskills Plus Inc.  
**DUTY STATEMENT**  
Service Coordinator

**Responsible for:** Day to day direct care operations of the organisations

**Responsible to:** Head of Client Services HSC

**Service Provision:**

- Ensured confidentiality of client information
- Accept referrals from and provide referrals to other agencies/practitioners as required
- Assess clients and their needs
- Make referrals to other agencies including advocacy where appropriate
- Attend client's PCPs and regular reviews as required
- Attend client monthly meetings in conjunction with HSC & CEO
- Communicate with group home when necessary
- Plan and organise service activities effectively within appropriate timeframes and budget
- Develop 6 monthly roster in conjunction with CEO and HSC
- Provide support to determine strategies for clients displaying inappropriate behaviours
- Assist with development of Restrictive Practices Authorisation applications as requested
- Complex case management/complex issues with case management
- Share in the On Call roster

**Staff**

- Provide day to day direction and support to direct care staff
- Oversee trainees and work experience placements
- Provide and/or organise training for staff in conjunction with HSC & CEO
- Oversee legislative requirements including Award and WHS
- Liaise with HSC re priorities and activities
- Staff meetings –input and training as required
- Client meetings –input and training as required

**Administration**

- Attend and actively participate in weekly team briefs with HSC & CEO
- Develop a 6 monthly roster in conjunction with designated coordinators
- Register of incoming client medications
- On-call authorisation of PRN medications after contacting HSC & CEO
- Act in accordance with requirements of Children's Guardian in regard to VOOHC services
- Develop and promote the service
- Develop and update client risk profiles as required
- Complete one page behaviour information sheets in consultation with staff.

- Develop individual Behaviour support plans with input from staff and external as required
- Review behaviour incidents and discuss at admin meetings weekly
- Write weekly articles for Friday Footnotes
- Write quarterly articles for Catchup
- Complete a Service Checklist for Board monthly in conjunction with other coordinators
- Prepare correspondence
- Prepare service reports for annual reports
- Utilize community resources to promote both the service and a positive image of people with disabilities in the community
- Attend external and interagency meetings in conjunction with HSC & CEO

### **WHS**

- Read, understand and comply with Lifeskills Plus Inc. WHS related policies and procedures
- Oversee WHS requirements within the workplace
- Undertake all work related activities in a safe and proactive WHS manner
- Actively participate in consultation regarding safety in the workplace
- Report any incidents, near misses, faulty equipment or potential WHS concerns

### **General**

- All other tasks as directed by HSC & CEO
- Understand and utilize where appropriate Lifeskills Plus Inc. Staff Grievance Procedures

*This duty statement may change in line with the changing needs of the organisation and in consultation with the Service Coordinator*