



Reporting Coordinator

Position Description

About the role

The introduction of the NDIS offers new opportunities for people with disability to live independently, often for the first time. The Reporting Coordinator will support existing and new projects that engage people with disability, their families and supporters and professionals in the sector to connect them with newly built housing. The role will actively support national project coordinators with aspects of projects including the support of people with disability who have complex needs (and their supporters) to engage with the processes of tenancy application (including information provision in relation to the application processes for specialist disability accommodation).

The Reporting Coordinator will undertake the development of internal reports for SDA providers as well as provide current information to sector professionals in relation to participants' SDA evidence. The candidate will be agile and bring a high degree of existing expertise in report writing and a practical approach to problem solving.

About Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes.

The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

If you are looking for a career where you can make a difference, work collaboratively with committed and passionate people and have real opportunities for professional development, we encourage you to join our team.

Why we exist

The Summer Foundation exists to permanently stop young people with disability from being forced into residential aged care, ensuring people with disability have access to the support required to be in control of where, how and with whom they live.

How will we know we've succeeded

This problem can be solved, we are doing legacy work, and we are well on track to achieving what we set out to do. In 5 years we expect the Summer Foundation will have achieved its purpose. We will regard this as *'job done'* when the systems, policy settings and markets consistently enable people with disability to live where, how and with whom they choose; experiencing choice and control equal to people without disability.

Our workplace

We have staff working all across Australia, however our head office is located in Box Hill, Victoria. To meet some of our staff and watch a short clip about our organisation, please go to:

<https://www.summerfoundation.org.au/about-us/who-we-are/>

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Reporting Coordinator
Team	Housing Hub Team
Direct reports	None
Reports to	Reporting Lead
SCHADS Award Level	Level 4
Status	Full time or Part time 0.9 FTE
Salary	\$80,000 to \$95,000 for 1.0 FTE subject to experience
Location	Melbourne, Sydney, Brisbane, Adelaide or Perth
Last updated	June 2022

About the team

The Housing Hub Social Enterprise has been established by Summer Foundation to develop initiatives to develop the SDA housing market across Australia. We work with Housing Seekers and Housing Providers so that people with disability can find the home that is just right.

We have developed a Housing Hub platform to connect people looking for housing with accessible housing options, a Housing Options Team to provide information, resources and capacity building to people with disability on housing options and a Tenancy Matching Service to identify SDA eligible tenants for new SDA properties.

Key responsibilities

- Cultivating strong individual relationships with key stakeholders in the disability and housing sector
- Working collaboratively with the Engagement and Applications Teams to procure the documentation and information required to develop an applicant summary report which outlines the applicant's likely eligibility for SDA as well as suitability for the project they're applying for
- Mentor SDA evidence from support coordinators, occupational therapists and other allied health professionals to ensure the evidence reflects the applicant's housing and support needs and preferences
- Development of applicant summary reports for TMS customers to make a decision about an offer of tenancy

- Supporting applicants through the SDA application and appeals process, including the internal and external appeals processes Peer review of summary reports prepared by other Reporting Coordinators
- Maintain regular reporting requirements regarding where applicants' SDA applications and appeals are up to and ensuring the CRM is kept up to date
- Keeping knowledge up to date in response to sector changes relating to SDA as well as the NDIS more broadly. Provision of presentations and workshops to internal staff as well as key stakeholders about SDA as well as sector updates
- Participation in regular meetings, including planning meetings, with Summer Foundation Housing Hub and SDA providers
- Collect information about market need and community demand
- Other tasks as required

General

- Other duties as requested by Manager
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs
- Employment subject to COVID19 Vaccination and National Criminal History check or NDIS Workers Screening Check

Qualifications, skills & experience

Qualifications

- Allied health or disability relevant qualifications

Skills & experience

- Previous experience in the health or disability sector working with people with complex needs
- Experience in writing, reviewing and analysing clinical reports to demonstrate supports required (desired)
- Experience supporting clients to navigate complex systems
- Knowledge of the NDIS, SDA housing environment (desired)
- Advanced knowledge of Microsoft Office Suite and Google Drive
- Experience building relationships with key stakeholders within the sector
- Excellent verbal, written and presentation skills
- Organised and able to meet deadlines
- Adaptable to changing environments

Core capabilities

Decision Making

- Uses sound judgement to make sound decisions based on information gathered and analysed
- Considers all relevant facts and alternatives before deciding on the most appropriate action
- Commits to decisions

Teamwork

- Interacts with people effectively and is able and willing to share and receive information
- Co-operates within the team and across teams
- Supports team decisions and puts team goals ahead of personal goals

Work Standards

- Sets and maintains high performance standards
- Pays close attention to detail and accuracy and completes tasks
- Shows concern for all aspects of the job and follows up on work outputs

Motivation

- Displays energy and enthusiasm in approaching the job
- Commits to putting in additional effort
- Maintains high level of productivity and self-direction

Reliability

- Takes personal responsibility for job performance
- Completes work in a timely and consistent manner
- Follows through on commitments

Problem Solving

- Analyses problems by gathering and organising all relevant information
- Identifies cause and effect relationships
- Comes up with appropriate solutions

Adaptability

- Adapts to changing work environments, work priorities and organisational needs
- Able to effectively deal with change and diverse people

Planning and Organising

- Plans and organises tasks and work responsibilities to achieve objectives
- Sets priorities
- Schedules activities
- Allocates and uses resources properly

Communication

- Expresses ideas effectively
- Organises and delivers information appropriately
- Listens actively

Integrity

- Shares complete and accurate information
- Maintains confidentiality and meets own commitments
- Adheres to organisational policies and procedures

Project Management

- Contributes creative ideas and proposes changes to processes and methods, to overcome identified bottlenecks, challenges and issues
- Readily accepts conditions of uncertainty or unpredictability, and remains productive in difficult situations
- Understands the principles of change management and develops approaches that suit the business situation
- Uses change as an opportunity to further business objectives and rewards change efforts

Stakeholder Management

- Initiates and manages negotiations with stakeholders to gain commitment to projects, and delivery of activities to meet timelines
- Provides and receives highly complex, contentious, or sensitive information where high levels of negotiation, communication and interpersonal skills are required
- Ability to explain highly complex concepts, ideas, and issues to an executive audience
- Confidently represents the organisation with external stakeholders and negotiate within parameters agreed with immediate manager
- Focuses on understanding stakeholder issues and influencing their views
- Provides authoritative expert advice on complex issues within own area

Summer Foundation Principles

The Summer Foundation's principles include:

working as a team | We understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution. We embrace and value diversity in our workplace.

a healthy approach to communication | We come to discussions prepared and ready to contribute. The how, why and by who of decision making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

shared clarity and commitment to purpose | We all have a strong, shared understanding of our 'why'. Our 'Why' is central to our strategy, decision making and actions.

working authentically | Young people living in residential aged care or those at risk are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

a smart responsible and considered approach | We invest in efficient, continuously improving processes, and prioritise time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

Policies

All staff must comply with the Summer Foundation policies notified to them from time to time. These policies form part of the contract of employment with Summer Foundation and therefore must be read and understood by staff to ensure they are aware of their responsibilities as an employee of Summer Foundation.

Agreement and acceptance

Employee

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Signature

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Print name

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Date

Manager

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Signature

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Print name

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Date