

POSITION DESCRIPTION

POSITION TITLE	Referral and Data Coordinator		
POSITION OVERVIEW	OneLink is the central intake and information service for Human Services in the ACT. The Referral and Data Coordinator plays a key role in demonstrating demand, sector capacity and service gaps through data collection and referral management. The role will be responsible for the timeliness and quality of referrals in and out of OneLink, and the quality of data collection and reporting. The position will ensure information is captured accurately and comprehensively in SHIP and present this information in the required reports. This role will also provide support to the OneLink team as required and may be required to work on occasional weekends.		
CLASSIFICATION	WCS Level 7	SERVICE LINE AREA	Service Access and Housing
EMPLOYMENT TYPE	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	HOURS PER WEEK	38
LOCATION	Belconnen, other locations when needed		
IMMEDIATE MANAGER	Manager OneLink		
INDUSTRIAL AGREEMENT	Community Sector Multiple Enterprise Agreement 2014-2018 and WCS specific additional conditions underpinned by the SCHADS Award 2010		

REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	0	NO OF INDIRECT REPORTS	

KEY RELATIONSHIPS	
INTERNAL	All WCS employees
EXTERNAL	Organisations in ACT Community, Service Users, ACT Government Partners

KEY ACCOUNTABILITIES	
<ul style="list-style-type: none"> Work as part of the OneLink and OneLink-Complex Leadership Team. Manage and coordinate referrals coming in and out of OneLink, including data entry, allocation to staff and timely referrals out to services. Provide feedback to OneLink Team Leader on referral quality. Establish and maintain solid relationships with ACT service providers and government. Ensure information captured in SHIP is comprehensive, accurate and consistent by implementing audit and best practice procedures. Ensure the team understands, meets and exceeds KPIs. Work closely with CSD and the sectors on reporting requirements. Distribute reported information as appropriate and facilitate sector responses to identified gaps. Identify skills areas where staff need development and, in conjunction with the Leadership Team, respond with appropriate training solutions in line with work requirements. Drive continuous quality improvement and development across both OneLink and OneLink-Complex. 	

- Ensure the OneLink delivery provides respectful, positive, responsive, integrated and relevant services.
- Actively participate in staff/team meetings and organisational activities.
- Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Other duties as required.
- Apply workplace Diversity and Equity principles at all times.
- Models WCS Purpose, Code of Conduct, Values and behaviours.

EXPERIENCE & QUALIFICATIONS	
Essential	<ul style="list-style-type: none"> ▪ Demonstrated experience in data collection and interpretation, reporting and auditing practices. ▪ Demonstrated writing and analysis skills to quality assure documentation and prepare service and data reports. ▪ Ability to work collaboratively with government and community agencies. ▪ Sound ACT sector knowledge, or ability to learn this quickly. ▪ Demonstrated ability to identify areas for team development and implement best practice procedures within a team environment. ▪ Demonstrated high level of communication techniques that engender positive relationships and influence stakeholders effectively to resolve functional issues. ▪ Excellent time management and organisational skills. ▪ Demonstrated skills in negotiation, problem-solving and innovative thinking. ▪ Thorough understanding of the importance of professional boundaries.
Desirable	<ul style="list-style-type: none"> ▪ Relevant tertiary qualifications ▪ Experience using the SHIP database highly desirable ▪ Comprehensive ACT service knowledge highly desirable
Other	<ul style="list-style-type: none"> ▪ Current Working with Vulnerable People card. ▪ Drivers Licence ▪ Demonstrate commitment to the Purpose and Values of Woden Community Service.

Document History	Original: 2016	Revised: 8/8/19	Version: v5
Employee's name		Signature	DATE
Manager's name		Signature	DATE

See next page for [Capability Framework](#) details

CAPABILITY FRAMEWORK	
CORE REQUIREMENTS	BEHAVIOURAL INDICATORS
Sector and organisation purpose and values	A comprehensive understanding of the philosophy and rationale for human rights based approaches. Understands the individual and community context. Understands various environments in which the organisation operates, e.g. social, financial, and political. Comprehensive understanding of the vision, mission, values of the organisation and the supports and services provided. Demonstrates behaviour consistent with the values. Working knowledge of the strategy and objectives of the organisation and the financial imperatives under which it operates. A broad knowledge of related organisations.
Leadership and teamwork	Develops plans and schedules for projects and/or service offerings. Sets objectives, shares information and may recommend budgets. May provide operational supervision and build and coach a team. Ensures projects and/or service offerings meet delivery expectations/agreements. Provides day-to-day professional advice and support to other professionals. Consults on issues associated with the success of projects/services.
Communication	Uses varied communication techniques across all levels internally and externally to engender positive engaging relationships. Works consistently within necessary limits to manage relationships constructively and consistently, exercising judgement. Understands the positions of others. Exercises a range of effective influencing skills. Uses a broad network of contacts to resolve functional issues. Works to resolve conflicts in the first instance within role and functional limits; refers where appropriate.
Customer relationships	Using complex/specialist/ advanced professional skills and experience, takes responsibility and effectively deals with complex customer relationship needs and expectations. Advises on the more complex customer relationship protocols and complaint mechanisms. May personally handle complex, sensitive or serious matters. Effectively utilises complex stakeholder relationships. Provides advanced professional level advice and assistance in respect to changes to approach.
Personal accountability	For the relevant team and/or discipline area, assists with the management of the alignment of major changes in practices, methods and procedures with major changes in legislation, quality standards, organisation strategies and policies. Participates in the development and review of relevant policies and practices. Ensures health, safety and wellbeing and financial and general accountability for individuals and teams. Markets and promotes organisation service offerings with very complex or strategically significant stakeholders
Innovation	Fosters innovation in the team and organisation. Develops and implements creative new service models. Sets up and coordinates working parties or teams on operational issues/problems/opportunities. Ensures organisation compatibility of solutions. Conducts/supports investigation of specific current and emerging trends and applicability to strategic organisation requirements. Manages resource allocation, risk, and prioritisation of significant changes to organisation requirements.

Experience and qualifications	A relevant tertiary qualification plus significant and substantial experience in a discipline. May have post graduate qualifications in a related specialist area. Good knowledge of discipline standards required by legislation and professional bodies.
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FUNCTIONAL REQUIREMENTS	BEHAVIOURS INDICATORS
Person Centered Knowledge & application	Identifies and acts on opportunities for improvement of policies and practices to reflect and enhance person centred approaches. Using specialist/advanced professional understanding of the principles of person centred approaches, develops recommendations and implements solutions on the more complex and sensitive issues. Identifies resource needs and assesses approaches for obtaining person centred resources and expertise. Provides advanced practice level advice and assistance on person centred practices.
Service Delivery	Provides professional services in circumstances requiring effective coordination of complex issues. Is consulted by other professionals on complex matters. Undertakes formal professional practice supervision, including for off-site team members. Provides day-to-day professional advice and assistance and collaborates with professionals in other disciplines as required. Deals with complex technical/professional issues with relevant organisations. Manages less common and/or more complex referral issues. Ensures complaint mechanisms are understood by staff and accessible for people, their families and advocates.
Service outcomes, development and evaluation	Ensures effective service outcome evaluation, service development and delivery agreements are met. Sets objectives, plans and schedules and outcome evaluation methods for new or revised service offerings. Monitors progress and takes corrective action. Plans and implements relevant staff training and development to support delivery. Advises on/reviews the feasibility of disability service offerings/supports.
Community Engagement and education	Arranges and coordinates effective community engagement and education programs, including appropriate needs analyses. Maintains & evaluates effectiveness of partnerships. Maintains relationships with government agencies, community organisations, media, and support groups or businesses.
Participation and Inclusion	Based on a Service User's goals and aspirations, arranges very complex participation and inclusion support and services, in close cooperation with other service professionals. Establishes and utilises relationships to achieve access and integration, and addresses barriers to participation. Develops and implements complex life learning support, services and training based on individual goals and choices. Maintains regular communication with families, carers and service providers. Supports individuals with problem solving and decision making and assessing progress.
Reporting and documentation	Ensures reporting, documentation and administrative tasks, including billing and service records, are handled appropriately across the portfolio of services/programs. Makes use of available technology and systems and implements new systems. Advises managers and professionals on the preparation and use of reports, case documentation and other administrative requirements. Ensures the preparation of service level targets and budgets for recommendation.