



VIVID

Position Description

TITLE:	Behaviour Support Coordinator
REPORTS TO:	Business Development Manager (Day Services Loddon)
DIVISION:	Vivid Living
TIME COMMITMENT:	76 hours per fortnight
DATED:	July 2025
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010

POSITION SUMMARY

The Behaviour Support Coordinator is responsible for:

- Complying with the responsibilities of the Authorised Program Officer (APO) as defined by the Disability Act 2006.
- Working with complex behaviours and delivering Person Centred Support that develops the strengths of the individual.
- Ensuring all client incidents are reported and investigated to ensure delivery of safe and appropriate support.
- Championing and embedding Positive Behaviour Support principles and support strategies.
- Ensuring Program design supports the attainment of effective and efficient coordination of quality programs, incorporating client centred design and NDIS goals.
- Ensuring Vivid's customers receive quality services suited to their needs and interests within the resources available.
- Fulfilling 'acting' Business Manager (Day Services) Loddon duties when required.

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CORE RESPONSIBILITIES

Responsibilities	Performance Measures
1. Operations	
1.1 Program design and quality	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Ensuring Program design supports the attainment of effective and efficient coordination of quality programs, incorporating client centred design and NDIS goals. Ensuring that there are annual reviews of all programs and activities. Conduct regular quality reviews of all services to achieve excellent client/customer, parent/carer and staff satisfaction ratings of services. Developing action plans to redress any issues or gaps in services that are detected in quality reviews <p>Developing an intimate understanding of the cost of delivery of all programs.</p>
1.2 Authorised Program Officer (APO)	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Complying with the responsibilities of the Authorised Program Officer (APO) as defined by the Disability Act 2006. Seeking authorisation via RIDS for the use of each restrictive intervention listed in a BSP and reporting on the use to the Commission. Ensuring the use of restrictive interventions (planned or unplanned) are documented and reported within the required timeframes.
1.3 Behaviour Support	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Ensuring Clients have current Behaviour Support Plans. Providing guidance to staff on the implementation on Behaviour Support Plans Regular and proactive communication with Behaviour Support Practitioners Providing monthly reports detailing trends in client behaviours to the Executive Team

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Responsibilities	Performance Measures
1.4 Incident Management	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensuring all incidents are reported to the relevant authorities within the required timeframes. • Reviewing all incidents and investigating as required to ensure delivery of safe and appropriate support. • Assisting staff to ensure that all incidents involving clients are promptly and accurately documented prior to being referred to the relevant manager. • Thorough and detailed documenting of client incidents, their investigation and outcome (including corrective actions). • Providing quarterly reports detailing trends in client incidents to the Executive Team.
1.5 Quality	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Active engagement in quality activities as required. • Active involvement in the preparations for, and conduct of, any external audit. • Prompt attention to any corrective actions arising out of external audits. • Assisting the Risk & Quality Coordinator in ensuring that all client related risks are maintained within tolerable levels.
1.6 Acting duties	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Fulfilling 'acting duties' for the position of Business Manager (Day Services) Loddon when required.
Other duties as directed.	
2. Finance	
2.1 Rostering	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Input into rostering of client supports in regards to staff skill set requirements and client support needs. • Ensuring that opportunities to reduce staff costs are taken.

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Responsibilities	Performance Measures
2.2 Budgets	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Involvement in the development of the annual group program budgets in consultation with Site Managers.
Other duties as directed.	
3. Customers	
3.1 Collaboration and Partnerships	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Maintaining beneficial collaborations with Behaviour Support Practitioners and support services to achieve positive client outcomes. • Developing mutually beneficial collaborations with other Community Service Organisations, businesses, individuals and others. • Attend network meetings (e.g. Campaspe Education Partners, Echuca Neighbourhood House and Learn Local organisations).
3.2 Customer Experience	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensuring that each client's Customer Experience is actively considered throughout their association with Vivid.
3.3 Advocacy	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Contribute, as required to NDIS Plan Review submissions which advocate and advance each client's case for adequate funding and support needs.
Other duties as directed.	

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Responsibilities	Performance Measures
4. People	
4.1 Recruitment and training	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Assisting Managers in the active training and upskilling of existing staff. Coordinating, delivering and documenting client 'support team' training sessions. Regular attendance at staff meetings. Supporting the delivery of best practice, in the form of active support by all staff.
4.2 Leadership and Values	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Timely responses to requests for advice and support. Proactive, and not just reactive, support of staff. Offering advice and support to staff, and strategies for dealing with issues as they arise. Ensuring lines of communication are open and flowing in all directions. Promote the Values of Vivid at every opportunity
4.3 Change management	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Consulting with Site Managers to embed the principles of the customer centred design.
Other duties as directed.	

ADDITIONAL RESPONSIBILITIES

As directed by the EMCO and CEO.

ACCOUNTABILITIES

Refer to the Position Description - Accountabilities document published in the Human Resource Management section of Vivid's SharePoint site.

Position Description – Behaviour Support Coordinator

ORGANISATIONAL RELATIONSHIPS

Reports to: Business Development Manager (Day Services Loddon)

Supervises: Nil

Internal liaisons: All Vivid staff and volunteers.

External liaisons: Vivid's clients, parents, carers and families; business operators and the broader community; other disability services providers; State and Federal Government departments and regulatory authorities.

ESSENTIAL ATTRIBUTES

Judgement and Decision Making

The position involves problem solving and the development of options, and strategies to address issues.

The position will require the use of initiative in developing approaches and resolving issues.

Specialist Skills and Knowledge

A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

Understanding of the requirements of relevant legislation including the Victorian Charter of Human Rights and Responsibilities, the Privacy Act and the Occupational Health and Safety Act.

Completion of training provided by the Office of the Senior Practitioner Victoria for Authorised Program Officers.

Experience working in NDIS-funded services and knowledge of the interface between the NDIS Quality and Safeguards Commission and the Victorian OSP.

Management and Leadership Skills

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability to be pro-active and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Experience in employee supervision and leadership with training mentoring and coaching.

Well-developed computer skills with a preference for the ability to utilise all Microsoft Office programs.

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Ability to understand financial reports including monthly profit and loss reports, forecasting and budget setting.

Interpersonal Skills

Ability to establish rapport with other members of the Vivid team and contribute to the development of a pro-active visionary work culture in the organisation;

Highly developed written and oral communication skills.

Ability to work in a busy and changing multi-disciplinary team.

Licences and registrations

A current NDIS Worker Screening Check and Working with Children's Check.

A current Australian driver's licence.

Desirable

Experience in working with people with a disability.

A current unrestricted Australian Driver's licence.

An understanding of the social enterprise sector and Social Return on Investment (SROI).

Additional information

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.

Date: / /

Signed:

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Behaviour Support Coordinator

Signed:

Kylie Liebmann

Chief Executive Officer