

## Job & Person Specification

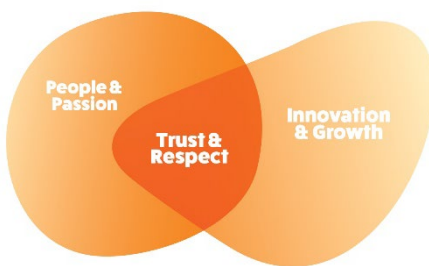
<b>Job Title</b>	Senior Service Planner	<b>Classification</b>	ASO6
<b>Reports to</b>	Manager, Service Planning	<b>Direct Reports</b>	N/A
<b>Directorate</b>	Services	<b>Team</b>	Service Planning

### About the LSA

The Lifetime Support Authority (LSA) manages the Lifetime Support Scheme (LSS) to provide necessary and reasonable treatment, care and support for people who are very seriously injured in motor vehicle accidents in South Australia, regardless of fault. Very serious injuries include brain and spinal cord injuries, amputations, burns and blindness.

<b>Our Vision</b>	Making a difference in the lives of LSS Participants, who are at the centre of what we do.
<b>Our Purpose</b>	We plan and fund person-centred treatment, care and support services to make a positive difference to LSS Participants' recovery and independence.

### Our Values



**People & Passion:** Our dedicated team offer a valuable set of skills, a like-minded community always working to better the lives of others. Passion fuels our motivation, and with a true sense of purpose and solidarity, we work towards our shared long-term vision. Together we're committed to building authentic relationships with each other, participants, their families and carers.

**Trust & Respect:** At the LSA we're accountable and lead by example. We understand trust is earned when actions meet words, so our colleagues, participants and their families can always expect honest, open communication and a genuine sense of care. We build mutual respect by treating everyone with dignity and kindness.

**Innovation & Growth:** Inspired by the courage and determination shown by participants and their families, we're continuously searching for new ways to make a greater difference. Always learning, it's with our innovative mindset and curious nature we ask; if not, why not? Encouraging growth, we empower those around us with knowledge and resources to overcome obstacles and reach new goals, so together we can look to the future with enthusiasm and optimism.

### White Ribbon

- The LSA has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines regarding acceptable workplace behaviour.

***The LSA actively promotes flexible working arrangements and values diversity in the workplace.***

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## Job Specification

### About the Role

The Senior Service Planner is accountable to the Manager, Service Planning for delivering high quality coordinated, efficient and evidence based case management services to the participants of the Lifetime Support Scheme (LSS), within the guidelines prescribed to maintain the sustainability of the LSS. The role is also responsible for supervision and coaching of Service Planners within the team.

### Key Responsibilities

#### Service Planning

- Assess, coordinate, review and monitor treatment, care and support for participants, including those with complex and serious injuries, taking into account what is necessary and reasonable, and balancing the needs of participants with scheme sustainability, LSS rules and guidelines and current evidence.
- Utilising a person-centred approach, work closely with participants to develop comprehensive, high quality and holistic plans, which respond to and support their unique and changing needs throughout the different phases of their recovery journey.
- Support participants to set meaningful goals that maximise their independence and increase their participation in the community and/or the workplace, and to make informed decisions relating to the provision of services that support their recovery.
- Consult and collaborate effectively with a range of service providers to facilitate the delivery of timely and appropriate treatment, care and support services to participants that meets their evolving needs and goals.
- Provide information, expert advice and support to participants in a sensitive, open and respectful manner along the continuum of the participant's injury recovery and over their lifetime.
- Make recommendations to management regarding participant treatment, care and support in line with LSS Rules.
- Contribute as a team member to ensure caseload peaks and priorities are met.
- Ensure documentation and participant records are accurately maintained in a timely manner and are consistent with LSA policy and practice standards.
- Manage service approvals and payments in accordance with agreed needs assessments and plans.
- Coordinate and deliver quality improvement, research and service development activities and projects.
- Identify, develop, recommend, coordinate and implement continuous improvement initiatives that deliver efficiencies and improve the overall quality of service planning delivery, including scheme evaluation and data collection.
- Provide support to the broader Service directorate in the delivery of project outcomes, strategic initiatives and organisational priorities.
- Contribute to the ongoing development of the practice manual, relevant guidelines and information resources to promote efficient and informed service delivery.

#### Leadership

- Provide coaching and direction to Service Planners to proactively contribute to the achievement of deliverables, in alignment with organisational priorities.
- Participate in the development, implementation and review of business plans, policies, standards, practices, budget processes and operational expense management to ensure delivery model of the LSA remains contemporary, relevant and accessible and strengthens the person-centred service.

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- Maintain a positive attitude, adapt to new situations quickly, role model adaptive behaviours and actively contribute to driving a positive, collaborate culture.

**Alignment with the policies and procedures of the LSA and SA's Public Sector**

- Work in accordance with the LSA's Values, the Code of Ethics for the South Australian Public Sector, and all policies, procedures and legislative requirements.
- Contribute to the promotion and implementation of Public Sector principles and practices, in particular:
  - Equal Opportunity and Work Health & Safety
  - Quality management and participant-oriented service
  - Risk Management: AS/NZS ISO 31000 Risk Management

**Key Working Relationships**

- All LSA staff
- Participants
- Service providers
- Government agencies including: Department of Treasury and Finance; Department of Health and Wellbeing's hospitals and rehabilitation facilities; Compulsory Third Party Insurance Regulator and the approved insurers.

**Special Conditions**

- Some out of hours work may be required, including at times over Public Holidays and the Christmas and New Year period.
- Travel to health and community facilities, participants' homes, intrastate/interstate may be required.
- You may be assigned to other positions at the same remuneration level across the organisation.
- Appointment will be subject to a satisfactory criminal history check and DHS Screenings.

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## Key Selection Criteria

### Essential Minimum Requirements

#### Education / Vocational Qualifications

- A relevant degree, (or equivalent qualification), in personal injury/disability services (such as vocational rehabilitation, personal injury management, nursing, etc), and a minimum of 5 years' experience in person-centred service planning/case management for people with disability or serious injury. .
- Note: people without a relevant degree (or equivalent qualification) may be considered if they have a minimum of 7 years' experience in person-centred service planning/case management for people with disability or serious injury.

#### Skills, Knowledge & Experience

- Proven experience working within a person centred framework, identifying trends in service delivery and philosophies of health and disability care to guide innovative resolution of complex issues.
- Proven experience working with adults and/or children with serious injuries including assessing, coordinating and reviewing their health support needs, using a person-centred approach.
- Well-developed knowledge of brain injury and spinal cord injury for adults and/or children and best practice in assessment and treatment methods in rehabilitation.
- Demonstrated ability to apply analytical thinking and sound reasoning to inform decisions about appropriate treatment, care and support for people with serious and complex injuries.
- Sound understands the needs of individuals with a disability and/or culturally and linguistically diverse backgrounds, including proven ability to build rapport and communicate effectively.
- Strong understanding of the disability services sector.
- Experience supervising staff including allocating and managing workloads and providing mentoring and coaching.
- Proven ability to develop productive working relationships with a range of stakeholders, both internal and external with competing priorities.
- Demonstrated ability to exercise judgement and delegated authority, a significant level of responsibility and decision making and a high degree of professionalism including dealing with sensitive issues with tact and diplomacy and maintaining a high level of confidentiality at all times.
- Sound interpersonal, written and verbal communication skills that model and deliver excellent customer service, foster trust, confidence and co-operation with others and summarise and prepare pertinent information and expert advice to enable clear and informed decision making.
- Demonstrated high level of digital literacy skills including the use of OneNote and other Office365 products (MS Excel and MS Word).
- Demonstrated ability to effectively operate and contribute in a team environment, provide support to meet deliverables, challenge team members in a constructive way and add value in a collaborative environment.
- Demonstrated high level of attention to detail and organisational and time management skills to schedule complex tasks, manage multiple competing priorities to achieve defined outcomes under broad direction, within tight deadlines.

### Desirable Requirements

#### Education / Vocational Qualifications

- Relevant post-graduate qualifications.

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**Skills, Knowledge & Experience**

- Experience in clinical supervision and staff support.
- Experience in undertaking quality measures and/or clinical research.
- Project experience working collaboratively across functions to deliver quality outcomes.
- Experience in the preparation of executive/Board reporting.
- Broad understanding of public administration, Government, Legislative and/or Parliamentary processes.
- Knowledge of the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* and related Rules.