

<b>Role Title</b>	Service Planner	<b>Classification</b>	ASO5
<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) delivers the Lifetime Support Scheme (LSS) which was established under the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013 (SA)*.

Through the LSS, the LSA funds necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads, regardless of fault. The services are focused on being person-centred, financially sustainable, innovative and efficient.

<b>Our Vision</b>	Making a difference in the lives of 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 participants' recovery and independence.

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

### Role Purpose

The Service Planner is accountable to the Manager, Service Planning for delivering 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 assisting with supervision and coaching for Service Planners (AHP1) or students within the team.

### Key Responsibilities

#### Service Planning

- Assess, coordinate, review and monitor treatment, care and support for participants with 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.

- Provide information, advice and support to the participant and their family in a sensitive, open and respectful manner along the continuum of the participant's injury recovery and over their lifetime.
- Consult, assess 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.
- Write timely and accurate case notes, reports and participant records that are and are consistent with LSA policy and practice standards.
- Coordinate and administer service approvals and payments in accordance with agreed needs clinical assessments and participant plans.
- Provide expert Allied Health input into, and participate in the delivery of, quality improvement, research and service development programs and projects.
- Identify, recommend, and implement continuous improvement initiatives that deliver efficiencies and improve the overall quality of service planning delivery, including scheme evaluation and data collection and preparing written reports with recommendations.
- Provide support to the broader Services Directorate in the delivery of project outcomes, strategic initiatives, and organisational priorities.
- Contribute to the ongoing development of the practice manual and maintain relevant guidelines and information resources in consultation with LSA staff to promote efficient and informed service delivery.

### Leadership

- Provide coaching and direction to Service Planners (AHP1), new Service Planners or students to proactively contribute to the achievement of deliverables, in alignment with organisational priorities.
- Maintain a positive attitude, adapt to new situations quickly, role model adaptive behaviours and actively contribute to driving a positive, collaborate culture.
- Participate in business and strategic planning.

### Key Relationships

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- LSA employees and leaders.
- LSS 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

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- Appointment is subject to a satisfactory Nationally Coordinated Criminal History Check (NCCHC) that is no more than six months old, and a Department of Human Services (DHS) Working with Children Check (WWCC) which is required to be renewed before expiry.
- Some out of hours work may be required.

- Some intrastate/interstate travel may be required, including to health and community facilities, and participants' homes.
- The incumbent must hold a current Australian driver's licence.
- The incumbent must work in accordance with the Code of Ethics for the South Australian Public Sector, the LSA Participant Service Standards, and all relevant policies, procedures and legislative requirements.
- The incumbent may be assigned to other positions at the same remuneration level across the LSA.

## Key Selection Criteria

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### Essential Minimum Requirements

#### 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 2 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 5 years' experience in person-centred service planning/case management for people with disability or serious injury.

#### Skills, Knowledge & Experience

- Sound understanding of the principles of person-centred service delivery and how to apply those within a case management environment.
- Demonstrated experience of working with adults and/or children with serious injuries including assessing, coordinating, and reviewing their health support needs, using a person-centred approach.
- Demonstrated ability to apply analytical thinking and sound reasoning to inform decisions about appropriate treatment, care and support for people with serious injuries.
- Demonstrated knowledge of brain injury and spinal cord injury for adults and/or children and best practice in assessment and treatment methods in rehabilitation.
- Sound understanding of the needs of individuals with a disability, as well as culturally and linguistically diverse backgrounds, including proven ability to build rapport and communicate effectively.
- Demonstrated ability to exercise initiative, judgment, and delegated authority to make informed decisions in selecting appropriate assessment and treatment methods and techniques, scheduling complex tasks and balancing competing priorities to achieve defined outcomes, within tight deadlines.
- Sound interpersonal, written, and verbal communication skills that deliver excellent customer service, foster trust, confidence and co-operation with others, provide advice on matters of some complexity and clear and succinct written reports with recommendations.
- Understanding of the disability services sector.
- Demonstrated ability to develop productive working relationships with a range of stakeholders, both internal and external with competing priorities.
- Demonstrated ability to provide supervision, mentoring or coaching for less experienced staff and/or students.

- A high degree of professionalism including the ability to deal with sensitive issues with tact and diplomacy and maintain a high level of confidentiality at all times.
- Demonstrated high level of digital literacy skills including the use of OneNote and other Office365 products (MS Excel and MS Word).
- Demonstrated ability to contribute to a team environment, providing support to meet deliverables, challenging team members in a constructive way and adding value in a collaborative environment.
- Demonstrated high level of attention to detail and organisational and time management skills to manage multiple competing priorities under broad direction, within tight deadlines.

### Desirable Requirements

#### Education / Vocational Qualifications

- Relevant post-graduate qualifications.

#### Skills, Knowledge & Experience

- Experience in identifying trends in service delivery and philosophies of health and disability care to guide innovative resolution of complex issues.
- Knowledge of best practice in assessment and treatment methods in rehabilitation.
- Project experience working collaboratively across functions to deliver quality outcomes.
- 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.