

<b>Role 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) 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.

**Our Vision** Making a difference in the lives of participants, who are at the centre of what we do.

**Our Purpose** 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 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 Deliverables

- 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.
- Ensure documentation and participant records are accurately maintained in a timely manner and are consistent with LSA policy and practice standards.
- Coordinate and deliver quality improvement, research and service development activities and projects.
- Contribute to the ongoing development of the practice manual, relevant guidelines and information resources to promote efficient and informed service delivery.
- Provide supervision, coaching and direction to Service Planners to proactively contribute to the achievement of deliverables, in alignment with organisational priorities.

### Key Relationships

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- LSA employees, leaders and Board members.
- LSS Participants.
- Other SA Public Sector Agencies, including SA Health.
- Service Providers.
- External stakeholders and service providers as required.

### 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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#### Qualifications

- Appropriate degree, or equivalent qualification, in personal injury/disability services such as vocational rehabilitation, personal injury management, nursing, etc.

Note: people without a relevant degree, or equivalent qualification, may be considered if they have extensive experience in person-centred service planning/case management for people with disability or serious injury.

### Skills, Knowledge and 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 sound reasoning to inform decisions about appropriate treatment, care and support for people with serious and complex injuries.
- Sound understanding of 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.
- Proven experience in providing supervision to staff including allocating and managing workloads and providing mentoring and coaching.
- High level 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 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.