

Position Description

position title: Support Coordinator
responsible to: Service Support Coordinator

Our Vision

To be a strong community business expanding opportunities for all.

Our Mission

To provide opportunities for growth, development, support & security for people with disabilities and their communities.

Our Values

- Professionalism and Continuous Improvement
- Learning and Development
- Quality and Dedication
- Accountability and Transparency
- Understanding and Compassion
- Creativity and Innovation
- Community Participation and Teamwork

Position Purpose

Support coordination is a capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports.

Support coordinators work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals.

The **Support Coordinator** is responsible for:

- Working with participants to achieve their goals as per their NDIS plan
- Providing ongoing support coordination services to participants in line with their NDIS plan
- Using a coaching approach to assist participants in capacity building
- Ensuring Work Health and Safety guidelines are adhered to
- Assessing and managing risk in line with organisational policies and procedures
- Engaging with participants, stakeholders and other organisations in a professional manner
- Undertaking work in line with the organisations policies, procedures and values
- Complying with all relevant legislation and codes of conduct
- Maintaining clear professional boundaries with participants
- Engaging with NDIA staff and LAC's

Inherent requirements and responsibilities	Performance Measures (what to do)	Key Performance Indicators (how it may be demonstrated)
Participant Support	Manage a caseload of NDIS participants and assist other team members as needed	Supports and services are delivered in an accurate and timely manner; service recipients are actively contributing to decisions, are kept up to date and assisted to resolve any issues.
	Support participants to understand their NDIS plan, goals and objectives.	Feedback from participants and other stakeholders is positive
	Assist participants to strengthen their capacity to establish networks, maintain support services and informal relationships.	Case notes are up to date and reflect effective communication and linkages are made
	Assists participants to communicate with the National Disability Insurance Agency when required	Service recipient has early support and preventative strategies identified as evidenced by changes recommended to Plans and/or cessation of support coordinator management within their plan.
	Provide proactive and effective customer communication and build relationships and capacity with providers and service recipient/families	Participants have a service network delivering agreed outcomes. Conflicts of interests are declared and appropriately managed
	Work with service providers and suppliers to ensure maximum value for money achieved.	Records indicate due diligence has been exercised in sourcing supports.
	Record keeping	Maintains accurate and up to date records of participants progress in line with Multitask policy and procedures
Organisational relationships	Works collaboratively as part of a person-centred team.	Feedback from colleague's participants and other stakeholders indicates communication is respectful and professional. Uses a variety of communication strategies to ensure information is disseminated among relevant stakeholders Responds appropriately to directions and feedback Actively contributes to staff meetings and training as applicable

		<p>Identifies the need for support and seeks assistance to resolve issues</p> <p>Demonstrates a willingness to provide constructive feedback to colleagues.</p> <p>Contributes to the development of policy and procedure in consultation with the Service Support Coordinator.</p> <p>Uses conflict resolution principles to resolve complaints and disputes in the workplace</p> <p>Supports a work environment free from discrimination, harassment, bullying</p> <p>Interactions with participants, colleagues and stakeholders are undertaken in a courteous and sensitive manner. Cultural and linguistic diversity is taken into consideration.</p>
	Referral networks	<p>Maintains an up to date knowledge of relevant local services and organisations.</p> <p>Appropriate referrals are made and networks are available to be drawn upon to maximise supports provided to participants.</p>
	Rosters	<p>Monitors own hours in consultation with Service Support Coordinator and demonstrates appropriate time management and self-care.</p> <p>Arrives and leaves on time for all shifts or provides adequate notice as reasonable in the circumstances.</p> <p>Works with a variety of participants and/or a variety of settings in keeping with organisational needs</p>
Problem-solving	Exercise initiative within defined, established practices	<p>Demonstrates initiative in identifying and resolving problems.</p> <p>Accurately refers complex issues to supervisor</p> <p>Prioritises essential duties, organises work schedule and manages time to fulfil work requirements.</p> <p>Assesses quality of service delivery and actively promotes areas for improvement.</p>

	Recognises and resolves problems with reference to established procedures, documented methods and instructions	Accurately applies policy and procedure to resolve day to day issues such as scheduling problems or unplanned alterations to service delivery, participant demands, behavioural difficulties and minor conflicts or complaints. Seeks guidance as appropriate
Organisational and Industry knowledge	Possess sound knowledge of statutory requirements relevant to the workplace;	Demonstrates knowledge of WHS responsibilities, policies and procedures within organisation Performs role using safe work practices e.g. a) Infection control procedures b) Manual handling procedures c) Medication procedures d) Hazard identification and Risk assessment Identifies and reports all policy/procedural breaches Carries out all duties with diligence and due care for personal safety and the safety of others. Demonstrates understanding of relevant legislation, codes or practice standards (e.g. Disability Inclusion Act, NDIS Practice Standards) Maintains an up to date knowledge of the NDIS systems and practices
Other duties related to the role as requested by the Service Support Coordinator or Nominee.		

Role Criteria

Qualifications

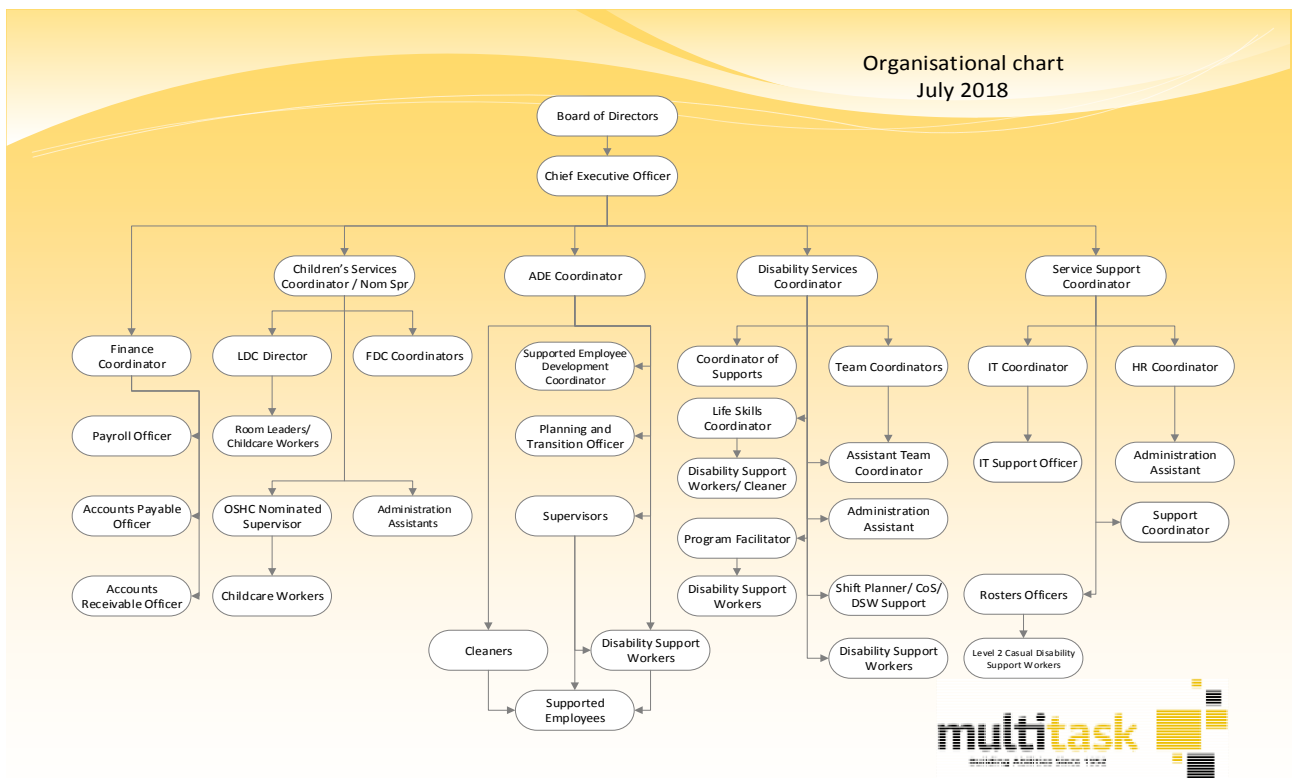
- Relevant qualifications in the disability services, community services or other relevant professional field with extensive experience working with people living with a disability.
- Current valid driving licence

Professional skills and experience

- Extensive experience and demonstrated competency in high quality customer service
- Demonstrated ability to actively listen to and respond appropriately to customer feedback
- Demonstrated ability to build high quality relationships with external service providers and participants formal and informal supports
- Knowledge of the NDIS and local community sector organisations
- Tertiary qualifications in a relevant discipline and/or relevant extensive experience in case management, disability or community services.
- Computer literate: high level of competency with the Microsoft Suite
- Thorough understanding and commitment to NDIS Practice Standards, Work Health and Safety and Equal Opportunity.

Interpersonal skills and experience

- Demonstrated leadership skills and ability to problem-solve and use initiative.
- Strong communication skills and demonstrated capacity to collaborate as part of a diverse team.
- Ability to work autonomously and utilise time effectively
- A reasonable level of physical fitness, health and resilience to fulfill the demands of the role



Variation to Conditions of Employment

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your letter of offer.

Agreement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

Name: _____ **Signature:** _____ **Date:** _____
(Please Print)