

Support Coordinator – Individualised Services

HelpingMinds – The Organisation

Our Purpose is by providing hope we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through Advocacy, education and the delivery of quality support services.

As a values led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect.

Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

Role Snapshot



Guided by our HelpingMinds mission, purpose and values, the position will be providing client support, engaging and developing rapport with clients with a mental illness. In addition, the position will work with clients to provide support coordination, to source various services as part of their individualised plans. Building partnership and community development while promoting the HelpingMinds services within the community will also be a large part of the position's responsibilities.

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:

Head of Individualised Services



Support Coordinator



Nil

Award/Agreement: HelpingMinds Staff Agreement 2016		Classification: 3.2	
Date of Issue: August 2019	Authorised by: HR Manager	Version: 3	Review Due: August 2020

The role

The National Disability Insurance Scheme (NDIS) supports people with a permanent and significant disability that affects their ability to take part in everyday activities and gives people more choice and control over how, when and where those supports are provided.

The NDIS Support Coordinator will be responsible for establishing a positive collaborative relationship with the person and their support network and assist the person to identify, link with and coordinate support to link with local communities, build skills, overcome barriers and achieve goals. You will have the responsibility to ensure the implementation of person's plans and the achievement of their goals.

The NDIS Support Coordinator will need to have a strong understanding of the NDIS and will be required to support people who have coordination of support in their plans to access supports more effectively. The position is also required to ensure that people who have expressed an interest in receiving support from HelpingMinds Ltd. are engaged and effectively transitioned to suitable services.

Responsibilities

- Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate and connect clients to appropriate support and services;
- Ensure support coordination is completed as per the agreed work;
- Identify, coordinate, manage and or facilitate a range of supports and support providers to meet identified needs;
- Navigate, influence and negotiate with public sector and community based service systems for the delivery of appropriate supports in accordance with NDIS plans;
- Ensure that support responses focus on participant goals and objectives;
- Liaise with and report as required to NDIA in relation to NDIS participants and their plans;
- Notify management immediately of any worker or client related issues or incidents that occur;
- Provide expert advice and consultation to NDIS participants and their families on the changing NDIS environment to build capacity to understand and navigate service systems;
- Provide high quality services to clients and keep accurate and complete records of progress and outcomes in accordance with legislative and organisational requirements;
- Maintain strong knowledge of HelpingMinds Programs and Services for internal referral opportunities;
- Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects;
- Provide expert advice and support to other team members, acting as a mentor for support workers in the delivery of services;
- Use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem solving skills and;
- Actively maintain professional knowledge in the areas of disability, working within the National Disability Insurance (NDIS) guidelines and community inclusion.

2. Other

In addition to your role specific responsibilities, HelpingMinds expects Employee's will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Adhere to established work practices, however exercise initiative and judgement where practices and direction are not clearly defined;
- Participate in continuous quality improvement of work practices;
- Work and act within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act
 - Commonwealth and State Funding Agreements
 - Industrial Laws and Occupational Health and Safety Legislation,
 - The National Standards for Disability Services;
 - The National Standards for Mental Health Services 2010;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;

- The 2016 HelpingMinds Staff Agreement as well as current organisational Policies and Procedures.
- Work in accordance with your Employee Classification Definition according to the HelpingMinds 2016 Staff Agreement

SELECTION CRITERIA

Essential

Qualifications, Licences etc.

- Tertiary qualification in relevant field of Psychology, Occupational Therapy or Social Work; or
- Other tertiary qualification in relevant field of Allied Health or Developmental Education or Social or Health Science;
- Experience in support co-ordination for people with complex needs;
- Current Driver's License and reliable vehicle with third party insurance;
- National Police Clearance
- Working with Children Check

Knowledge, Skills & Abilities:

- Ability to effectively utilise NDIS packages by using their knowledge of the NDIS, the service system, being assertive, and 'making things happen';
- Demonstrated excellent communication skills, including advocacy and report writing skills;
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy;
- Demonstrated client centred approach with the ability to work in partnership with others to achieve best outcomes for the client;
- Demonstrated excellent time management and delegation skills;
- Demonstrated ability to be self-motivated and function autonomously while working effectively toward team goals;
- Capacity to build rapport with clients is crucial;
- Demonstrated ability to communicate with a diverse range of people, including CALD, Indigenous and marginalised clients, adults and young people, family, carers, allied service providers and team members;
- Demonstrated capacity to engage with and empower people to achieve their identified goals within a structured individual recovery plan;
- Well-developed IT skills, with experience using Microsoft products and databases.

Desirable

- Experience working with people living with a psychosocial disability;
- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations;
- Experience, connection or capacity to engage with culturally and linguistic diverse backgrounds
- Lived experience as a family member/carer of a person with a diagnosed mental illness and the ability to utilise this experience constructively for the benefit of others