

Position Description

Position title:	Support Coordinator
Department:	Synapse Services
Reports to:	Manager Information and Capability
Award:	Social, Community, Home Care & Disability Services Industry Award 2010
Supervisory Responsibilities:	None

1.0 Our Organisational Vision and Mission

Vision – Rethink Brain Injury. Change society.

Mission – Ensure the rights of people impacted by brain injury, by connecting knowledge, policy, services and systems.

Synapse has an expectation that all employees will always behave in accordance with the Values of the organisation. Furthermore, an alignment between Synapse's strategy, and team and individual goals is necessary to ensure individuals can see how their individual effort and performance contribute to the attainment of organisational and team goals. Refer to the Synapse Strategic Plan for further information, where the four ethical Values are also outlined. All employees must ensure they meet the individual accountabilities.

2.0 Position Purpose

The role of the Support Coordinator is to provide the coordination and implementation of supports in a participant's plan, including informal, mainstream, community and funded supports. The Support Coordinator must work creatively and resourcefully with participants in how they utilise their support budgets to achieve the identified goals.

3.0 Duties and Responsibilities

The Support Co-ordinator will undertake the following duties:

Support an NDIS participant to:

- assess and choose a number of mainstream, community, informal and provider options that match with the participant's goals
- negotiate services to be provided and their prices, develop service agreements and create service bookings with preferred providers
- arrange any assessments required to determine the nature and type of funding required (eg. assessment to determine the type of complex home modifications required)
- decide the budget for each support type and advise any relevant plan manager of the breakdown of funds

- liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds
- link to mainstream or community services (i.e. housing, education, transport, health)
- strengthen and enhance their capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to:
 - resolve problems or issues that arise
 - understand their responsibilities under service agreements
 - change or end a service agreement

Support coordinators may also undertake some specialist activities including

- assisting the participant to get ready for their plan review by helping them:
 - assess whether they achieved their goals and got value for money for their plan
 - identify solutions to problems experienced in implementing the plan
- consider new goals
helping participants decide on what actions to take to achieve goals in relation to exploring housing options and life transition planning.

3.1. Quality Management

- Support a positive organisational culture that promotes continuous improvement and innovation within our services.
- Ensure the completion of relevant documentation and records to ensure the effective monitoring and compliance with the Quality System.
- Recognise and communicate suggestions for improvement including customer complaints and feedback on Synapse services.
- Contribute to the effectiveness of improvement initiatives through compliance with Quality Management System policies, Audit recommendations, corrective and preventative action plans and their ongoing review.
- Comply with the relevant Disability Standards and their objectives.

3.3 Professional Development

- Must ensure compliance with the annual mandatory training requirements.
- Initiate and participate in continuing professional development activities relevant to the position and subject to manager/coordinator approval.
- In conjunction with the manager/coordinator; produce a development plan as part of the annual performance appraisal.
- Demonstrate involvement in relevant work-related training and education to ensure job skills and compliance are maintained.
- Actively participates in relevant professional organisations / associations.

3.4 Workplace Health and Safety

Synapse views the safety of its workers, clients and the surrounding environment as a responsibility of all and is essential to our 'Zero Harm' approach. It is also essential to our long-term success.

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons in the workplace. They must comply, so far as they are reasonably able, with any reasonable instruction given by management and co-ordinators, as well as co-operating with any reasonable Synapse policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:

- to the extent of the worker's control or influence over working conditions and methods, take reasonable care to work safely.
- making sure that the work area is safe when leaving it.
- make proper use of all appropriate safeguards, safety devices and personal protective equipment.
- Follow agreed safe working practices and rules.
- Report all known hazards, accidents and incidents as soon as possible.

3.5 Equal Employment Opportunity

The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace free from bullying, discrimination and harassment;
- Ensuring activities and practices prevent and eliminate unlawful discrimination;
- Promote merit and equity in the workplace.

3.6 Organisation Policies & Procedures

- By signing this position description, you agree to abide by all Synapse policies, procedures and the Synapse Code of Conduct; a copy of which was provided to you.
- All Synapse employees must maintain currency of knowledge and practice within the specified policies, procedures, and regulations applicable to the position and as amended from time to time.

4 Qualifications and Experience

4.3 Essential

- Relevant tertiary qualification and or extensive experience in case management, disability or community services
- Understanding of legislation and standards relevant to the disability sector and underpinning the NDIS
- Competence in using Microsoft Office programs as well as demonstrated experience using client information systems

- Demonstrated experience in building rapport, negotiating and developing mutually beneficial relationships with a diverse range of stakeholders to achieve organisational objectives
- Demonstrated experience in developing case management plans that align with the service user's need
- Experience in working with people with disability
 - o Demonstrated competence in utilising well developed communication skills in communicating with people with disabilities, their families, community agencies and other professionals in a person-centred framework

4.4 Desirable

- Experience working with people with neurocognitive impairments and complex needs
- Experience working in a community development role
- Experience in providing services under the NDIS

5 Compliance

- Right to Work in Australia, e.g. Australian birth certificate, passport, Visa, etc.
- Australian Drivers Licence
- Criminal History Screening – based on the requirements in the State/Territory, which will include either a National Police Check, Blue Card, Yellow Card, Working with Children Check, or ability to obtain
- Compulsory Third-Party Insurance on private vehicle (if to be used for work purposes).
- Complete the NDIS Quality and Safeguards Commission - 'Quality, Safety and You' NDIS Worker Orientation Module.

6 Key Performance Indicators

- KPI 1:** Actively demonstrate Synapse's Values in the workplace throughout day to day interactions with fellow employees, clients and all Synapse stakeholders.
- KPI 2:** Ensure that service provision in support co-ordination is compliant with Quality standards and in line with Synapse and NDIS requirements
- KPI 3:** Provide the NDIA with reports on specific goals, outcomes and success indicators within the agreed reporting frequency
- KPI 4:** Provide support co-ordination services within a timely manner and ensure that clients of the Synapse Support Co-ordination program receive the appropriate level of support as they work through their action plans
- KPI 5:** Build a caseload and manage a caseload of up to 20 support coordination clients
- KPI 6:** Ensure effective data management systems are adhered to for support coordination program, ensuring data collection is satisfactory to meet funding body reporting requirements
- KPI 7:** Ensure that support coordination services provided are delivered in a way that reflects contemporary practice frameworks for the disability sector, is person centred as well as promoting choice, control, individual human rights and social inclusion

7 Approvals & Acknowledgement

Position Description Approved by:

Manager/Coordinator name: _____

Signature:

Date:

Position Acknowledged by:

I hereby confirm my understanding and acceptance of the position's responsibilities and accountabilities, as outlined in this position description.

Employee name: _____

Signature:

Date: