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**Coordinator, NDIS**

**POSITION DESCRIPTION**

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| **Award** | Social, Community, Home Care and Disability Services Industry Award 2010 |
| **Classification** | Level 4 |

**Role Purpose**

This role primary responsibility is the coordination of staff to deliver quality NDIS services to people with psychosocial disability. This role is responsible for building a rapport with participants to understand their situation and coordinate program delivery ensuring outcomes are met according to each individual plan. Ensuring all operational requirements are met such as matching and mentoring support workers with new participants to deliver their goals. Manage the day to day operations of team support, ensuring each participant needs are being met and community mental health workers are delivering support and reporting information according to procedures.

Liaise with the Program Manager on operational and participant matters. Provide some direct support to participants and key liaison with families and other stakeholders. Collaboration to identify new service delivery opportunities to enhance MIFWA portfolio of NDIS and disability services.

Senior Coordinators are key to achieving MIFWA’s mission and vision by genuinely working alongside people to achieve their aspirations.

**SELECTION CRITERIA**

**The way we work – Living our MIFWA Values**

Accountability – Individually and as an organisation, we are accountable and responsible for our behaviours; activities; decisions; outcomes; and are open and transparent in what we do.

* Integrity – We demonstrate integrity by having the courage to do the right thing and stand up for what’s right, being responsible for our actions, being honest and adhering to the highest ethical standards.
* Inclusion and Acceptance – We acknowledge everyone’s worth and dignity, regardless of background, abilities or beliefs; we demonstrate empathy, show consideration for one another, and acknowledge the value of others.
* Collaboration – We work with others (individuals and groups) to achieve shared goals; sharing knowledge, learning together and building consensus.
* Empowerment – We work to empower people and help them gain control over their own lives, fostering power in the individual to act on the issues they define as most important to them.

**Reporting Relationships**

This role will report to the Business Manager, NDIS.

Direct reports include Community Mental Health Workers

**Responsibilities and Key Duties**

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| **Coordinating Participant Support**   1. Overseeing and coordinating direct support to participants within the framework of MIFWA’s policy and procedures, and within the context of the persons individual plan and or goals. 2. In partnership with participants, develop and regularly review progress of individual plans and support strategies. 3. Ensure participants’ input into the priorities for their support and allow them to fully and positively 4. Advise and advocate on behalf of participant on income support matters, housing, employment, medical, legal and other issues that affect their achievement of the goals they wish to achieve through their participation in MIFWA programs 5. Support individuals in the context of their families and other support networks. Being respectful, person centred and family inclusive in your interactions with people. 6. Maintain positive working relationships with clinical and other mental health services and other government and community agencies. 7. Undertaking direct support, where required, including cancellations, periods of leave or staff sick leave. 8. Creates and implements rostered for staff 9. Regularly review and refine support strategies to minimise risk and optimise best outcomes for individuals. 10. Maintain appropriate personal and professional boundaries.   **Manage a team of Mental Health Community Support Workers**   1. Manage day to day employee matters such as performance, leave, and injuries with 2. the support of the Business Development Manager and corporate team. Ask for advice and 3. support when needed. 4. Work with staff, customers, families and other stakeholders to understand and 5. resolve concerns. Escalate to the Business Development Manager for advice and support as 6. appropriate. 7. On-board new starters into your service/s in a way that provides them with the information they need to be successful. 8. Coordinate regular communication channels with employees, participants and other 9. key stakeholders including team meetings, customers, family and practice reviews, 10. and 1:1 discussion with team members. 11. Evaluate the quality of the participant experience, practice, and service delivery against service, funding and compliance objectives on a regular basis. Identify gaps and work with the team to build capability and/or improve outcomes. Refer to the Business Development Manager when gaps are identified. 12. Assist Senior Coordinator with recruitment of Community Mental Health Workers   **Organisational Responsibilities**   1. At times, be available to work in various MIFWA programs, when required. 2. Maintain accurate and timely records and collect data as directed by program guidelines and the Business Development Manager. 3. Participate in performance appraisals, MIFWA training, group supervision, team meetings and professional development activities. 4. Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support. 5. Other duties as directed by the Business Development Manager. |

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| **Selection Criteria**  **Qualifications**   * Current Driver’s Licence *(essential).* * Qualification in mental health, community work, social work or another relevant human services discipline (desirable). * experience working in the mental health field *(desirable).* * Current First Aid Certificate (desirable)  **Experience**   * Experience working in with people with mental health issues *(essential)* * Experience of leading and mentoring staff (essential) * Experience in leading and facilitating community service programs (desirable) * Experience in rostering/ scheduling (desirable) * Experience in the recruitment, staff training and development, performance management and workforce planning (desirable) * Experience in working with and implementing individual plans |
| **Skills & Attributes**  * High level written and verbal communication skills * Effective time management skills and the ability to reflect on own working practice * Computing skills in Microsoft Office package and experience of maintaining a client management system * High level of interpersonal skills and the ability to network and work with a range of stakeholders * Alignment with MIFWA Mission, Vision and Value * Ability to develop a strong rapport with a people from diverse backgrounds. * Self-management skills to prioritise and manage time effectively, recognise and  maintain professional boundaries, participate in supervision and reflect and learn  from experience. * Advocacy skills to advise and act on behalf of members and participants on a range of social issues. * Ability to work effectively in a team environment to set and achieve shared goals, and engage in collaborative practice desire to work with and explore recovery principles. * Computing skills to a level of competence in MS Word, Excel and PowerPoint.   **Knowledg*e***   * Understanding of mental health/illness and associated issues. |

***Additional Requirements Note:***

1. *A current and clear National Police Clearance kept on your HR file at MIFWA Central is a requirement of employment.*
2. *A valid driver’s licence, with a reliable vehicle (mileage payable).*