

## Support Coordinator Position Description

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<b>Position Title</b>	Support Coordinator
<b>Salary</b>	Social, Community, Home Care and Disability Services (SCHCDS) industry award 2010 - Social and Community Services Employee - Community Development Worker <b>Level 3</b> . Not For Profit Salary packaging up to up to \$15,900+ in tax free pay per FBT year for full time and part time positions.
<b>Contract period</b>	Ongoing
<b>Employment Status</b>	Full Time
<b>Hours</b>	Monday – Friday between 6am – 8pm
<b>Reporting to</b>	Team Leader

### Role requirements

As a condition of employment, the following are required:

<b>Police check</b>	A criminal record check completed within the last 6 months must be supplied by all new appointments. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, an international check is also required.
<b>Working with Children check</b>	A valid Working with Children check must be supplied by all new employees.
<b>Car licence</b>	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
<b>Suitable Vehicle</b>	A roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner.
<b>Right to work within Australia</b>	Australian or New Zealand citizenship or relevant working visa documentation

## Position Context

The introduction of the National Disability Insurance Scheme (NDIS) marks a significant change in how disability services are funded, moving away from a block funding model and introducing a competitive market for disability services. With the introduction of the NDIS Neami National (one of Australia's largest and most respected mental health service providers) created Me Well, a Not for Profit organisation specifically tailored to provide mental health services under the new system. With the addition of thousands of new customers joining the scheme comes the need for an entirely new workforce designed specifically to cater to these customer's needs.

The purpose of this role is to provide support coordination to NDIS customers and assist them in achieving the goals set out in their NDIS plans. The role is conditional on the continuation of viable funding under the NDIS.

## Position Responsibilities

The Support Coordinator is responsible for the following:

- Working with customers to achieve their goals in line with their NDIS plan
- Providing ongoing support coordination services to customers in line with their NDIS plan
- Using a coaching approach to assist customers in capacity building
- Maintaining accurate and up to date case notes on customers progress
- Ensuring Work Health and Safety guidelines are adhered to
- Engaging with customers, their supports and 3rd party 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 an up to date knowledge of the NDIS systems and practices
- Maintaining clear professional boundaries with customers
- Maintaining an up to date knowledge of local services and organisations customers can utilise

## Position Duties

A Support Coordinator's duties may vary depending on the specific needs of the customer and the goals outlined in their NDIS plan. Common day to day duties of the position may include (but are not limited to):

- Engaging and coordinating service providers on behalf of customers and link customers to relevant providers
- Meeting with and engaging customer to develop and refine their goals
- Engage customers informal supports (family, carers, Etc.)
- Working with customers to help build their own capacity and independence
- Building knowledge of local services and organisations customers can utilise
- Engaging with NDIA staff and LAC's
- Providing crisis support to customers
- Assessing and managing risk in line with organisational policies and procedures

## Skills

A Support Coordinator should be able to demonstrate they possess the following skills:

### Teamwork:

- Work cooperatively with team members in a productive way
- Follow instructions given by managers
- Actively participate in team discussions
- Provide thoughtful honest feedback to team members and managers
- Manage conflict in a productive way
- Engage in group supervision

### Customer Service

- Provide high quality customer service to customer
- Actively listen to and respond appropriately to customer feedback
- Be patient and understanding to customers' needs
- Be calm and kind in interactions with customers

### Work with External Organisations

- Build high quality relationships with external service providers and customers formal and informal supports

### Administration

- Display a high degree of computer literacy
- Able to effectively use email, MS office and other software products
- Able to competently use mobile devices (smart phones, tablets, etc.)

### Communication

- Be able to verbally communicate concepts and ideas in a way that customers and team members can easily comprehend
- Utilise active listening skills in interactions with customers and team members
- Be able to write (and type) case notes, emails and other written materials in a way that others can easily understand
- Be able to communicate personal views in a constructive way
- Be able to communicate in a clear, open and honest manner

## Organisational Skills

- Manage time effectively
- Arrange and utilises resources in an efficient and environmentally conscious way
- Regularly reviews and assesses personal progress

## Knowledge

A Support Coordinator will be required to possess knowledge in the following areas:

- Some understanding of the NDIS
- Good understanding of issues around mental health
- Good understanding of disability support services providers in the local area
- Good understanding of the community sector and Not for Profit organisations
- Good understanding of relevant privacy and confidentiality in relation to customers
- Good understanding of what is considered appropriate self-disclosure

## Attributes

A Direct Support Coordinator should display the following attributes:

- Eager to learn new concepts and practices
- Able to take initiative
- Empathetic and compassionate toward people
- Well organised
- Ethically minded
- Positive
- Self-motivated and independent thinker
- Adaptable and open to change
- Trustworthy
- Self-reflective
- Creative in approaching challenges
- Common sense

## Key Performance Indicators

- Effective time management and balancing of workload to achieve the agreed efficiency KPI of 80% billable time (as agreed with your manager on a monthly and quarterly basis)
- Accurate budget management of participant's NDIS Plan, providing transparency to participants and your line manager, with a nil overspend (without prior National Operations Manager or CEO approval)
- Actively demonstrate efforts made towards assisting participants to achieve their goals.
- Accurate and timely management of Me Well and NDIS reporting, including, but not limited to: Service Agreements, Risk Assessments, 8-week progress report and 9-month progress report
- Accurate and consistent case noting to be captured within 48 hours.
- Management of billing errors to not exceed 6% or not greater than the NDIS National average (as agreed with your line manager)
- Billing error correction within 2 working days from notification
- Timely completion of required NDIS training and compliance activity as directed by Me Well management with a target completion of 100% for all mandatory training