

Position Description

Position Title	Recovery Coach and Support Coordinator
Position Reports to	Executive Manager Customer Experience & Quality
Position Leads	NIL
Location	Ballarat and Working from home
Employment Type	Full-Time – 12 month contract
Last Updated	June 2020

Why are we here?

Purpose: We work with people to create a life that works for them.

Our Vision: To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

How do we do this?



What is your purpose?

A Recovery Coach and Support Coordinator supports NDIS Participants by providing high quality coaching and coordination to people with disability by:

- Developing a recovery-enabling relationship with customers with psychosocial disability
- Assisting Participants and their families/carers to navigate the NDIS
- Supporting Participants to achieve their goals
- Connecting NDIS participants with informal, mainstream and funded supports.
- Building capacity within Participants and their families/carers to become as self-sufficient as possible in regards to the NDIS, coordinating their supports and achieving their goals.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	Underpinned by recovery-orientated practice: <ul style="list-style-type: none"> • Developing a recovery-enabling relationship • Assist people to take more control of their lives and to better manage complex challenges of day to day living. • Coach participants to increase recovery skills and personal capacity, including motivation, strengths, resilience and decision-making • Work collaboratively with people with psychosocial disability,

	<p>their families, carers and supports to design, plan, implement and adjust a recovery plan.</p> <ul style="list-style-type: none"> • Support participants to collaborate with the broader system of supports and their engagement with the NDIS • Provide support and information to participants and their families/carers to build capacity and progress their goals • Provide support to participants and their families/carers to implement, coordinate, monitor and review their approved plan. • Research and coordinate a range of informal, mainstream and funded supports to suit individual needs. • Build the capacity of participants and their families/carers to manage their own NDIS plans • Provide information and support to participants and their families/carers to monitor the use of their funds, • Work within the funding levels of each participant’s plan and ensure sufficient billable hours as agreed between the Executive Manager Customer Experience & Quality and the Support Coordination team • Develop internal, external and NDIA reports as required. • To be responsible for other tasks assigned from time to time by the Executive Manager Customer Experience & Quality or the CEO.
<p>Employee Experience and Collaboration</p>	<ul style="list-style-type: none"> • Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times. • Develop and maintain effective relationships with key stakeholders. • Be an active member of the Support Coordination team, providing input and support into the implementation and achievement of our Support Coordination strategy and outcomes.
<p>Self-care and professional development</p>	<ul style="list-style-type: none"> • Participate in feedback meetings with the Executive Manager – Customer Experience and Quality if required. • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as required.

What do I need to be a success? (Attributes)

- Our customers and supported employees are at the centre of everything that you do
- Quality, safety and risk management is paramount will not be compromised.
- You achieve results. You are focused, work to a plan and deliver.
- You meet your individual billable hour targets as agreed between the Executive Manager Customer Experience & Quality and the Support Coordination team.
- Work with customers with a coaching and recovery orientated approach
- You use clear, tailored, appropriate communication and use a variety of methods to share information.
- You keep detailed, accurate records and thorough reports/communications are delivered relevant to different stakeholders

- You build and maintain relationships with your colleagues, customers and stakeholders.
- You are team player that actively participates in decision making and team development and champions supportive, values driven work environment.
- You contribute to the McCallum Support Coordination team purpose of “ Bringing NDIS Participants Plans to life “
- You work within NDIS principles and rules, particularly as they relate to the provision of Support Coordination

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **National (and International if applicable) Police Check**
- **Right to Work in Australia**
- **Disability Work Exclusion Scheme Check; and**
- **Current Drivers License.**
- **Working with Children Check**

Essential

- Minimum tertiary qualifications in peer work or mental health (minimum of Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health) or equivalent training; and/or a minimum two years of experience in mental health-related work.
- Experience with working with people (adults and/or children) with psychosocial disabilities, ideally in a case management capacity.
- Well-developed communication (both verbal and written) skills with the capacity to prepare clear and accurate reports and correspondence appropriate to the purpose and audience.
- Well-developed interpersonal and negotiation skills with the capacity to liaise effectively with a broad range of people and organisations.
- Well-developed financial mathematical skills
- Sound knowledge of MS office products – MS Word, Excel and Outlook. Confident utilising information technology.
- Competence in dealing with reporting systems and client records
- Capacity to monitor service provision within budgetary requirements, and contribute to the budget development process.
- High degree of sensitivity in regards to confidentiality and impartiality in delivering services.
- High level work organisation skills, with the ability to manage time effectively and prioritise tasks.
- The ability to work independently and also cooperatively as a member of a team.
- High level of problem-solving skills with the ability to work efficiently under pressure.
- An understanding of quality systems and processes
- Knowledge of the NDIS Act 2013, Disability Act 2006 and other relevant legislation
- Knowledge of the current trends in service delivery to people with a disability and psychosocial disability particularly as it relates to the NDIS

Desirable

- Experience in working with adults and/or children with other disabilities and their families/carers.
- Understanding of the disability service environment in Ballarat and surrounding districts.
- Experience as a Recovery Coach, Support Coordinator, Local Area Coordinator and/or NDIS Planner

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____