

POSITION DESCRIPTION

POSITION TITLE:	SUPPORT COORDINATOR		
COMPANY DIVISION:	genU Ability	Unit:	Employment Pathways & Support Coordination
OFFICE LOCATION:	Adelaide Metro		
REPORTS TO:	Operations Manager- Support Coordination and Employment Pathways		
OTHER PROFESSIONAL RELATIONSHIPS:	<ul style="list-style-type: none"> • genU divisions and support teams • Disability and Mental Health community services • Mainstream services • National Disability Insurance Agency Staff 		
CLASSIFICATION & CONDITIONS:	Social, Community, Home Care and Disability Award. Level 4		
STATUS:	Updated 9 June 2020		

THE COMPANY

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making.

genU has been 60 years in the making. Bringing together the best of two trusted and respected organisations, Karingal and St Laurence, genU builds on this experience, adding a new ambition: to become the leader in what we do.

We want everyone's lives to be happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

genU works using a person-centred approach. Our mission is to enable each person we support to live the life they choose. We do this by helping our clients re-join the workforce, master everyday tasks or access community services.

Vision: To build inclusive communities

Mission: Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.

POSITION:

GENU VALUES

VALUE	BEHAVIOURS
Welcoming	You're part of our family
Respectful	We will treat you the way we would want to be treated
Integrity	Earning your trust by always adhering to our values
Courageous	We bravely drive innovation and advocacy to assist you to live the life you choose
Excellence	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

DESCRIPTION OF DIVISION

The Support Coordination Branch sits within the “genU Ability” branch. The genU Ability branch provides planning and personal goal setting, coordination of supports under the National Disability Insurance Scheme (NDIS), supported community-based independent living, overnight and longer-stay respite, support to live independently, social and peer support groups, education and training, assistance to find and maintain employment and leisure and recreational activities.

PURPOSES OF THE POSITION

The position of a Support Coordinator is to provide individualised support to participants (who have a psychosocial or other disability) of the National Disability Insurance Scheme (NDIS). The Support Coordinator will work with the participant to implement the supports within the persons plan for the purpose of building capacity, managing the impact of their disability and improving their health, well-being and participation within the community.

SUMMARY OF POSITION RESPONSIBILITIES

The position is directly responsible to the Operations Manager for key accountabilities and the achievement of Key Performance Indicators.

KEY RESULT AREAS

- Demonstrate genU's mission, vision and code of conduct at all times.
- Ensure information on relevant community and mainstream resources are available to participants and appropriate referrals are completed based on participant choice and participants NDIS plan.
- Use a strengths based approach when working with clients to establish a Support Plan with the client and other relevant stakeholders
- Build effective relationships with participants while maintaining appropriate and professional boundaries and adhering to capacity building principles.
- Manage client issues and complaints with respect and fairness whilst following genU's policies and procedures
- Maintain a working log of all contacts with clients, families/carers and support services within a database (Carelink).
 - Bill for all supports provided by rostering in Carelink to ensure payment for supports delivered.
 - Prioritise, manage and administer a caseload / tasks in a coordinated, efficient and timely manner.
 - Be aware of and ensure all genU policy, procedures and guidelines are adhered to including OH&S.
 - Active engagement in professional development activities and relevant committees identified through supervision sessions
 - Develop and maintain effective working relationships with other branches of genU, other Disability services and Mental Health services, other non-government agencies and the National Disability Insurance Agency (NDIA)
 - Proven experience working with people with psychosocial disability and / or mental illness

OH&S RESPONSIBILITIES

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

KNOWLEDGE, SKILLS AND EXPERIENCE

SELECTION CRITERIA

Qualifications:

- Minimum Certificate IV in Disability or Mental Health or other qualification relevant to the field of human services.

Essential:

- Relevant industry qualification
- Proven experience working with people with a disability or mental health diagnosis
- Demonstrated ability to network with local service providers
- Demonstrated experience in support planning, working within a person centred framework
- Well-developed interpersonal and communication skills, both written and verbal
- Sound organisational and administrative ability
- Fulfils inherent requirements of position as described above, including: physical requirements, role challenges and essential requirements

POSITION:

Desirable:

- Experience working within the NDIS environment

CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending		X	
Computer based tasks	X		
Driving		X	
Kneeling			X
Lifting			X
Sitting	X		
Standing	X		
Walking	X		