**About Darebin Support Services**

Darebin Support Services (DSS) is a disability support provider that offers highly personalized and compassionate care so that our clients will lead their most fulfilling lives.

DSS offers a wide range of services from accommodation, case management, and in-home and community-based support. We are also proud to be an NDIS registered provider that offer a range of services including NDIS support coordination and NDIS plan management.

**Vision**

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To remain at the forefront of integrated disability services so that our clients can seamlessly access their services and be valued members of their community.

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**Mission**

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Our holistic approach creates a simple support structure that takes the complexity out of disability services. We provide high quality, compassionate care to empower our clients and improve their quality of life.

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**Our Values**

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We C.A.R.E. about our clients:

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1.  Collaboration

2. Access

3. Respect

4. Empowerment

**POSITION SUMMARY**

As the Support Coordinator/Case Manager, you will provide varying levels of coordination for National Disability Insurance Scheme (NDIS) clients, TAC clients and other clients from various funding bodies. Your focus will be to help client strengthen their ability to coordinate their supports, as well as build their capacity to choose and control the support they need to live an ordinary life and participate in, and as part of, the community.

You will adopt a person-centred and family-focused practice, which facilitates choice and control so that clients can achieve the goals and outcomes identified in their approved plan. Working within the NDIS framework where applicable, you will facilitate and coordinate the implementation of supports in participant’s plan including informal, funded, mainstream and community supports ensuring that all services are directed by the individual’s needs and goals.

**KEY RESPONSIBILITIES**

* Ensure all support coordination practices and interventions are compliant with the *Victorian State Disability Act 2006*, the Disability Service Standards and NDIS Funding and Service Agreement.
* Develop and record progress of goals for clients that are Specific, Measurable, Achievable, Relevant and Time Limited (SMART).
* Provide support and information to clients and their families/carers, which promote choice and facilitates their access to mainstream and/or disability specific supports within their communities.
* Provide support to clients and their families/carers to implement, coordinate, monitor and review their approved plan.
* Research, coordinate and manage a range of supports to suit individual needs across multiple providers.
* Maintain accurate and up-to-date client records, which comply with internal and external reporting requirements.
* Provide information and support to clients and their families/carers to monitor the use of their funds; work within the funding levels associated with each client; continually track and monitor billable hours; provide evidence required that supports delivered, in accordance with the clients approved plan, result in outcomes that the participant and their families/carers aspired to have achieved.
* Manage internal and external referrals for services based on need.
* Maintain administrative records in relation to client servicing.

As a support coordination, you will also undertake any other duties within reasonable limits, as requested by the CEO. Specific Key Performance Indicators for the role will be developed annually and reviewed by you and the CEO in conjunction with the current business plan and needs of DSS.

**HEALTH AND SAFETY**

All employees have a responsibility to work towards ensuring the own safety and other in the workplace by:

* Reporting all accidents using the relevant incident reporting system
* Participating actively in hazard management processes
* Communicating health and safety issues to managers
* Understanding and following all procedures with DSS Health and Safety Policy

**CORE COMPETENCIES**

These are the capabilities that are important across all jobs that collectively contribute to DSS’ overall success. At the same time, the importance of the Competencies may vary according to specific job duties and requirements.

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| Competency | Definition |
| Collaboration | * Works effectively and cooperatively with others; establishing and maintaining good working relationships. |
| Managing work | * Effectively manages time and resources to ensure that work is completed efficiently. |
| Continuous improvement | * Participate in, contribute to, and implement quality improve and risk management in all aspects of service. |
| Work standards | * Sets high standards of performance for self and others. * Assumes responsibility and accountability for successfully completing deliverables. * Has self-imposed standards of excellence rather than having standards imposed. |
| Contributing to team and business success. | * Actively participates as a member of the team to move organisation towards completion of goals. |
| Passion for results. | * Set high goals for personal accomplishment. * Works hard to meet or exceed business goals while deriving satisfaction from that achievement and continuous improvement. |

**ORGANISATIONAL VALUES**

Our organisational values help us to fulfil our mission statement. It drives the way we influence, how we interact with each other, and how we work together to achieve our mission and vision.

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| DSS Values | DSS Definitions | Demonstrated Behaviours |
| Collaboration | We believe in a hands-on, collaborative approach that involves our clients in the decisions about their care and support. | * Foster open dialogue with all stakeholders. * Involve people in decisions that affect their lives. * Work closely with our colleagues and support them to be resilient and effective. |
| Access | We are committed to helping clients access their community in a culturally sensitive way. | * Proactively pursuing positive outcomes for people. * Remain inclusive in our practices. |
| Respect | We treat all our stakeholders with dignity, sensitivity and courtesy. | * Acknowledge and embrace the unique qualities of all our stakeholders. * Ensure safe systems of work for all. |
| Empowerment | We empower our clients to have choice and control in their lives. | * Supporting self-determination and freedom of expression. * Placing people with disability at the centre of our decision making and promoting active participation. |