

Position Description – Service Delivery Requirements

Contract Role:	Support Coordinator
Company Division:	iCare Connections Support Coordination
Office Location	Melbourne’s Outer East, Inner East, South East, North East or Yarra.
Report To:	Manager/Operator
Other Relationships:	<ul style="list-style-type: none"> • iCare Connections Teams • NDIS Agency Staff • Disability and Mental Health Community Services • Mainstream Services
Contracted Hours:	As per agreement
iCare Connections:	<p>OUR VISION An inclusive community where everyone is treated as an individual and with respect.</p> <p>OUR MISSION We connect people to their community and strengthen families. We deliver a service that has a positive and meaningful impact upon the lives of people living with a disability.</p> <p>OUR VALUES</p> <p>Integrity – We are open, honest and sincere in all interactions</p> <p>Diversity – We believe everyone has the right to equal opportunities. We challenge social injustice and advocate for change. We are committed to inclusive communities.</p> <p>Commitment – We are committed to our work and we don’t give up</p> <p>Knowledge – Through continual research and training we build knowledge and lead conversations.</p> <p>Quality - We strive for excellence through continuous improvement.</p>



Scope and Purpose of the Support Coordinator:

The role of a Support Coordinator is to provide individualised support to participants (who have a disability and/or mental illness) 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.

As a Support Coordinator, you will provide varying levels of coordination and transition support for young people and adults, giving consideration to individual circumstances and level of complexity. Participants will be matched with community-based and/or mainstream programs to fulfil their individual needs whilst receiving continuous support and assistance.

All Support Coordinators are valued members of the iCare Connections team and contribute to the development of service practice by providing regular feedback to management and participating in team discussions. All service delivery must be in line with the Policies and Procedures and the requirements of the NDIS Act and the NDIS Quality and Safeguards Commissioner.

Key Accountabilities and Duties:

As requested by iCare Connections and negotiated with [Contractor] the Contractor will be responsible for providing the following Service Delivery Requirements:

- Service Agreements are in place for all Support Coordination Participants
- All participants receive Support Coordination services as per their Service Agreement and Schedule of Support
- Work with participants to achieve their goals in line with their NDIS plan
- Use a coaching approach to assist customers in capacity building
- Building effective relationships with clients and their families while maintaining appropriate and professional boundaries
- All supports are delivered, invoiced and recorded accurately in iCare Connections CRM
- All invoices for services rendered by the Contractor must be submitted on a weekly basis
- Information on relevant community resources are made available to clients and referrals are made and followed up on
- Your caseload/tasks are managed in a coordinated, efficient and

timely manner

- All participants are linked with service options corresponding with their NDIS Plan support items and funding
- A range of options are provided to participants to select from to achieve the outcomes in their NDIS Plan
- All options provided to participants are documented in the iCare Connections CRM
- Maintain a working log of all contacts with clients, families/carers and support services within the CRM
- Documented evidence demonstrates that organisational policies and service procedures are followed
- Outstanding communication and liaison skills are demonstrated at all times with internal and external stakeholders
- Strong market knowledge and relationships are maintained in relation to NDIS registered providers capable of delivering a range of services to participants
- Participant records are updated, reviewed and kept in order
- Participant issues are reported to management as soon as practicable
- Procedures are understood and consistently followed with clarification sought when needed
- Code of Conduct is adhered to at all times
- All OHS instructions and procedures are followed
- Effectively perform all necessary tasks using internal and external electronic systems and software
- Maintain an up to date knowledge of the NDIS systems and practices
- Maintain an up to date knowledge of local services
- Provide Crisis support to customers
- Assess and manage risk in line with organisational policies and procedures
- Engage in a professional manner with all NDIA staff and LAC's.
- All reportable incidents must be reported to your manager as soon as possible following appropriate procedures. If you suspect any of the following you must report it immediately to the Operations Manager:
 - Unlawful sexual or physical contact with or assault of a client; or
 - Sexual misconduct against, or in the presence of, a client including, grooming of the person for sexual activity; or
 - The use of a restrictive practice (such as practices that limit freedom of movement, use of physical or drug restraints or

	<p>a person not being able to leave when they want to) in relation to a person with disability.</p>
<p>Key Performance Indicators:</p>	<ul style="list-style-type: none"> • Effective time management and balancing of workload to achieve the agreed efficiency KPI of 75% billable time (based on your committed hours 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 Operations Manager approval) • Actively demonstrate efforts made towards assisting participants to achieve their goals • Accurate and timely management of iCare Connections and NDIS reporting, including, but not limited to Service Agreements, Risk Assessments, 8-week progress report and 9-month review report • Accurate and consistent case noting to be captured as you go or within 24 hours • Billing error correction within 2 working days from notification • Timely completion of all required NDIS training and compliance activity as directed by iCare Connections management with a target completion of 100% for all mandatory training
<p>Qualifications and Requirements:</p>	<ul style="list-style-type: none"> • Relevant Sector Tertiary or Diploma Qualification • Minimum of 2 years experience working with clients with dual diagnosis, forensic history, or homelessness • AND extensive 5+ years relevant work experience in mental health, disability or community health • Current Victorian Driver’s License and ability to undertake travel as required • Current First Aid and CPR credential • Current Police and Working With Children Check • Current Manual Handling Certificate <p>We welcome diversity in the workplace and invite people from other communities to apply. Suitably qualified Aboriginal or Torres Strait Islander applicants will be highly regarded</p>
<p>Conditions of Employment:</p>	<ul style="list-style-type: none"> • Police Check – A criminal record check completed within the last 6 months must be supplied. Where you have lived outside of Australia for 12 months or more within the last 10 years, an international check is also required.





- Working with Children Check – A valid WWCC must be supplied
- Australian drivers license must be supplied
- Suitable Vehicle – A roadworthy vehicle with comprehensive insurance is recommended. The vehicle must be capable of transporting multiple passengers in a safe manner.
- Right to work within Australia – Australian or New Zealand citizenship or relevant working visa documentation is required
- Disability Worker Exclusion Scheme Consent and Check
- Acknowledgement and Employment History and Referee Check.
- We encourage people with a disability to apply and encourage full disclosure of illness or disability.

Personal Qualities:

- Adaptable to changing circumstances and prioritise tasks
- Client focused
- Commitment to social justice, inclusion and valuing difference and diversity
- High standard of personal integrity
- Ability to collaborate with others to achieve common goals

Contractors Signature:	
Contractors Name:	
Date:	
Manager/Operators Signature:	
Manager/Operators Name:	Silvana Ferlazzo
Date:	