

Service Delivery Requirements

CONTRACT ROLE:	Support Coordinator
COMPANY DIVISION:	CoAbility Support Coordination
OFFICE LOCATION:	Tecoma or Gippsland
REPORTS TO:	Team Leader
OTHER RELATIONSHIPS:	<ul style="list-style-type: none">● CoAbility Intake Team● CoAbility Support Team● NDIS Agency Staff● Disability and Mental Health Community Services● Mainstream Services
CONTRACTED HOURS:	As Per Agreement

COABILITY

OUR VISION

A society where everyone is valued and respected for who they are regardless of their ability, race, religion, gender or sexuality. Where they are given the opportunity to fully participate in their community and live their best life.

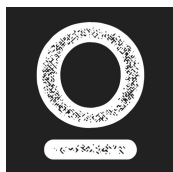
OUR MISSION

Together, we strive to build respectful relationships with the people who access our services so that we can provide them with quality, flexible and responsive supports that promote independence and build their capacity to realise their full potential and live the life they choose.

OUR VALUES

Our commitment to inclusion and choice is built and sustained by:

- Passion
- Respect
- Integrity
- Diversity
- Excellence
- Innovative Solutions



Service Delivery Requirements

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.

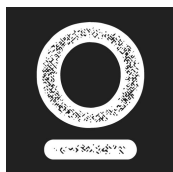
All Support Coordinators are valued members of the CoAbility team and contribute to the development of service practice by providing regular feedback to management and participating in team discussions.

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.

SERVICE DELIVERY REQUIREMENTS

As requested by CoAbility 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
- Building effective relationships with clients and their families while maintaining appropriate and professional boundaries
- All supports are delivered, invoiced and recorded accurately in CoAbility's CRM
- All invoices for services rendered by the Contractor must be submitted on a fortnightly 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



Service Delivery Requirements

- All options provided to participants are documented in the CoAbility PUG (Plan Unpacking Guide)
- Maintain a working log of all contacts with clients, families/carers and support services within CoAbility's database
- 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
- Documented evidence demonstrates that service procedures are followed
- 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
- Ensure 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 a person not being able to leave when they want to) in relation to a person with disability.

KEY PERFORMANCE INDICATORS

- 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 or CEO approval)
- Actively demonstrate efforts made towards assisting participants to achieve their goals



Service Delivery Requirements

- Accurate and timely management of CoAbility 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
- Billing error correction within 2 working days from notification
- Timely completion of all required NDIS training and compliance activity as directed by CoAbility management with a target completion of 100% for all mandatory training

Manager's Signature:	Contractor's Signature:
Manager's Name:	Contractor's Name:
Date:	Date: