



Support Coordinator

Position details

Position title:	Support Coordinator
Employment Status	Permanent, Ongoing, Full-time/Part-time
Classification and Salary	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i> – Level 3 (Paypoint is dependent on skills and experience) Not for Profit Salary packaging up to up to \$15,900+ in tax free pay per FBT year for full time and part time positions
Location:	TBA
Hours:	Between Monday to Friday 6am – 8pm
Reporting to:	Team Leader

Why Me Well?

1. Passion for our customers

Our staff take a person-centered approach to all we do – *Nothing about me without me*. We strive to use our skills and experience to create the environments and supports that provide full citizenship for people living with a mental illness and to improve mental health in our local communities.

2. Innovation and Growth

Me Well was set up to provide services under the new National Disability Insurance Scheme (NDIS). The NDIS represents a new way of working for the mental health sector and joining the Me Well team during the early roll out stages provides opportunities to help shape how services will be delivered under the new scheme.

Me Well is driven by a focus on growth, service improvement, innovation, and continuous learning. We are always looking ahead to ensure we can take advantage of new opportunities and respond to any risks or issues that are facing us and our sector.

3. Our staff

Me Well is building a team of talented, committed, and passionate staff across the country. The work we do can be complex and challenging, that is why we provide a supportive environment, comprehensive training, generous leave provisions and workplace flexibility measures to help people balance work and personal commitments.

Organisational context

As a subsidiary of Neami National, we draw on 30 years of experience as one of Australia's largest and most innovative mental health providers. With a shared vision and mission, we work to provide full citizenship for people living with a mental illness and to improve mental health in our local communities.

Me Well is a National Disability Insurance Scheme (NDIS) provider. Focusing entirely on NDIS services allows our team to develop expertise in supporting people under the NDIS, and to tailor our way of working to make sure it is suited to the NDIS.

Position overview

Me Well is presently amid rapid change and improvement. This is being driven through a *staff informed* strategy called the Transformation Program. This change aims to achieve greater support and service for our participants through increased staff confidence and capacity. This program has seen a holistic organisational wide review and over the coming months the implementation of these changes will occur.

The purpose of this role is to provide support coordination to NDIS customers and assist them in achieving the goals set out in their NDIS plans. The role is conditional on the continuation of viable funding under the NDIS. It requires an individual who has the ability to balance the needs of the participant, Support Coordinator and organisation and work within the funding constraints of a participants NDIS plan.

This role requires an individual who can adapt and flexibly respond to rapid change. This position will suit a result oriented and consultative individual, with strong initiative, a proactive approach, and the ability to work effectively within a fast-paced environment. High level written and verbal communication skills and attention to detail coupled with well-developed planning skills are essential.

Accountability

This position will report directly to the Team Leader.

Key responsibilities

- Working with customers to achieve their goals in line with their NDIS plan
- Providing ongoing support coordination services to customers in line with their NDIS plan
- Using a coaching approach to assist customers in capacity building
- Maintaining accurate and up to date case notes on customers progress
- Ensuring Work Health and Safety guidelines are adhered to
- Engaging with customers, their supports and 3rd party organisations in a professional manner
- Undertaking work in line with the organisations policies, procedures, and values
- Complying with all relevant legislation and codes of conduct
- Maintaining an up to date knowledge of the NDIS systems and practices
- Maintaining clear professional boundaries with customers
- Maintaining an up to date knowledge of local services and organisations customers can utilise
- Maintaining organisational benchmarks across an array of key performance areas and practice standards

Key duties

A Support Coordinator's duties may vary depending on the specific needs of the customers and the goals outlined in their NDIS plan. Common day to day duties of the position may include (but are not limited to):

- Engaging and coordinating service providers on behalf of customers and link customers to relevant providers
- Meeting with and engaging customer to develop and refine their goals

- Engage customers informal supports (family, carers, Etc.)
- Working with customers to help build their own capacity and independence
- Building knowledge of local services and organisations customers can utilise
- Engaging with NDIA staff and LAC's
- Providing crisis support to customers
- Assessing and managing risk in line with organisational policies and procedures

Conditions of employment

The terms and conditions of employment will be in accordance with the *Social, Community, Home Care and Disability Services Industry Award 2010* (Level 3 Paypoint is dependent on skills and experience).

A number of benefits are available to staff, including generous salary packaging, flexible working arrangements, and opportunities for social activities.

Core requirements prior to any offer, or commencement of employment:

Police Check: A criminal record check completed within the last 6 months must be supplied by all new appointments. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, an international check is also required.
Working with Children Check (relevant to your state): A valid Working with Children check must be supplied by all new employees.
Car licence: A valid Australian driver's licence (P plate or above) must be supplied by all new employees (if applicable to the role).
Suitable vehicle: A roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner (if applicable to the role).
Right to work within Australia: Australian or New Zealand citizenship or relevant working visa documentation.
Disability Worker Exclusion Scheme (DWES): Australian or New Zealand citizenship or relevant working visa documentation (if relevant to your state).

Role competencies

Me Well is strongly committed to further developing and diversifying our work force as part of our strategic directions. We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors, cultural backgrounds, those with lived experience of mental illness and recovery and a range of professional backgrounds.

Competencies that are crucial to Me Well include:

Knowledge

- Some understanding of the NDIS and the role of the NDIA
- Good understanding of issues around mental health and recovery framework
- Good understanding of mental health and NDIS support services providers in the local area
- Good understanding of the community sector and Not for Profit organisations
- Good understanding of relevant privacy and confidentiality in relation to customers
- Good understanding of what is considered appropriate self-disclosure

Relating to People and Building Connections

- Listens, consults others, and communicates clearly and proactively in an open and honest manner
- Adapts to the team and contributes to a positive team dynamic
- Openly communicates and demonstrates self-insight through an awareness of own strengths and areas for development, and seeks and accepts feedback
- Establishes respectful professional relationships that have clear boundaries with staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to a range of different people
- Speaks clearly and fluently, and can convey opinions and information verbally
- Gains agreement and commitment from others by engaging and gaining respect
- Manages conflict in a fair and transparent manner

Planning, Organising and Problem Solving

- Manages time effectively, develops and prioritises tasks to work to tight timelines
- Takes initiative, acts with confidence, and works effectively under own direction
- Sets clearly defined objectives and is accountable and proactive about reviewing progress and outcomes
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Probes for further information to enhance a greater understanding of problems and produces workable solutions

Adapting and Responding to Change and Coping with Challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Shows respect and sensitivity to all, keeping diversity and tolerance front of mind
- Demonstrates awareness of and ability to regulate own emotional reactions
- Maintains a hopeful and positive outlook during challenging times at work
- Demonstrates self-awareness and the ability to reflect and handle feedback well and learn from it

Adhering to Principles and Values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values
- Demonstrates impeccable discretion in handling sensitive and confidential information

Technical requirements:

- Intermediate to advanced skills in using the Microsoft Office Suite, in particular Word, Excel, PowerPoint, and Teams
- Exposure to Customer Relationship Management systems, Microsoft Project and SharePoint, cloud-based technology, and planning & reporting software
- High level writing skills, including case noting, report writing
- Excellent interpersonal skills and sensitivity to confidential matters is required