

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>SENIOR SUPPORT COORDINATOR</b>		
<b>COMPANY DIVISION:</b>	genU Ability	<b>UNIT:</b>	Support Coordination
<b>OFFICE LOCATION:</b>	Various		
<b>REPORTS TO:</b>	Operations Manager, Support Coordination		
<b>OTHER PROFESSIONAL RELATIONSHIPS:</b>	<ul style="list-style-type: none"> <li>• genU divisions and support teams</li> <li>• Disability and Mental Health providers</li> <li>• Community and mainstream services</li> <li>• National Disability Insurance Agency Staff</li> </ul>		
<b>CLASSIFICATION &amp; CONDITIONS:</b>	Victorian Disability (NGO) Agreement 2019. Level 5		
<b>STATUS:</b>	Updated 29 September 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
<b>Welcoming</b>	You're part of our family
<b>Respectful</b>	We will treat you the way we would want to be treated
<b>Integrity</b>	Earning your trust by always adhering to our values
<b>Courageous</b>	We bravely drive innovation and advocacy to assist you to live the life you choose
<b>Excellence</b>	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 team sits within the genU Ability branch. The genU Ability branch provides planning and personal goal setting and coordination of supports under the National Disability Insurance Scheme (NDIS), supported community-based independent living, supported short term accommodation, shared independent living, support to live independently, social and peer support groups, education and training, assistance to find and maintain employment and leisure and recreational activities.

### PURPOSE OF THE POSITION

The purpose of a Senior Support Coordinator is to provide high level and complex plan implementation support to people with a disability and/or mental illness participating in the National Disability Insurance Scheme (NDIS). The Senior Support Coordinator will provide support coordination within a specialised framework necessitated by specific high level risks in the participant's situation. Support is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting the participant to connect with supports and building capacity and resilience.

### 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.
- Build effective relationships with participants while maintaining appropriate and professional boundaries.
- Ensure regular contact is maintained, recorded and based on capacity building principles.
- Ensure information on relevant community and mainstream resources are available to participants and appropriate referrals are completed based on participant choice.

## POSITION:

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- Provide time limited support coordination, within specialist framework necessitated by high risks in Participant's situation to address barriers and reduce complexity in environment, assisting to connect with supports, build capacity and resilience.
- Maintain a working log of all contacts with participants, families/carers and support services within the Carelink database and claim for billable time within NDIS parameters.
- Manage participant issues and complaints with respect and fairness whilst following genU's policies and procedures.
- Independently problem solve and provide solutions generally found in legislative precedents, guidelines or instructions.
- Develop and maintain effective working relationships with other branches of genU, other disability providers including mental health services, community and mainstream supports, other non-government agencies and the National Disability Insurance Agency (NDIA).
- Demonstrate high level knowledge of the purpose of the support coordination function, excellent skills in managing time, setting priorities, complex planning and organising own work to achieve specific objectives.
- Exercise initiative and judgment in the selection and application of established principles, techniques and methods and perform a range of planning functions that will require demonstrating high level knowledge of statutory and legal requirements.
- Work autonomously under general direction in functions requiring the application of skills and knowledge appropriate to the support coordination role, utilising new and established guidelines and work procedures.
- Supervise, provide expert advice, set priorities and monitor work flows of team members classified at a lower level.
- Undertake activities, interpretation and administration that will require judgment and application of critical knowledge and skills where procedures are undefined.
- Engagement in and delivery of professional development activities and relevant committees identified through supervision sessions and outcomes shared collaboratively.
- Plan and co-ordinate community information and networking events that are complex in nature.
- Demonstrated knowledge to perform duties of a specialised nature including expertise and high level skills gained through qualifications and previous experience.

### 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.

### SELECTION CRITERIA

#### Qualifications:

- Higher level qualification, including: Psychologist, Occupational Therapist, Social Worker, other allied health, developmental educator, social or health science professions.

#### Essential:

- Proven experience working with people with disability and/or mental illness.
- Demonstrated ability to network with local service providers.
- Demonstrated experience in support planning, working within a person centred framework.

## POSITION:

- Well-developed interpersonal and communication skills, both written and verbal.
- Sound organisational and administrative ability including reporting outcomes to senior management.
- Fulfils inherent requirements of position as described above, including: physical requirements, role challenges and essential requirements including mandatory training, current driver's license and own car essential due to associated travel with the job role.
- Knowledge of the role, the organisation and its structure and service.

### Desirable:

- Desirable experience 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
<b>Bending</b>		X	
<b>Computer based tasks</b>	X		
<b>Driving</b>	X		
<b>Kneeling</b>			X
<b>Lifting</b>			X
<b>Sitting</b>	X		
<b>Standing</b>	X		
<b>Walking</b>	X		