

**POSITION:** Support Coordinator  
**REPORTS TO:** Team Leader – Support Coordination  
**DATE UPDATED:** November 2020

#### ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

#### JOB CONTEXT

This role sits within the Disability Division, working towards a vision for communities where people have equal rights, choice and opportunity. This position will work closely with other programs across the organisation. You will support this vision by:

- Building individual capacity and enhance choice and control in the provision of high-quality support coordination to people with disability
- Using your knowledge of the local community to create opportunities for increased participation as a local citizen
- Working in a respectful way with people with complex support needs, their families, carers and community
- Understanding the changing disability landscape and implementing support consistent with the aims, principles and standards set by Melbourne City Mission (MCM) Department of Health and Human Services (DHHS) and the National Disability Insurance Scheme (NDIS)
- Supporting evidence-based practise through your high level of administrative skills, documenting outcomes for individual NDIS participants, evaluating service delivery and identifying challenges and opportunities in the new environment
- Using your outstanding communication skills to create documents and reports, construct proposals and funding submissions and record and analyse data relevant to service delivery

Working with participants of the NDIS shifts the focus of service delivery so that services are built around people and tailored to their unique needs, goals and aspirations, rather than around rigid program eligibility.

## JOB PURPOSE

To deliver high quality support coordination to people with a disability and their families. Support Coordination aims to build individual capacity to:

- Manage and implement the customer's plan
- Achieve the outcomes identified in the customer's plan
- Connect the customer with formal, mainstream and funded supports.

## JOB OBJECTIVES

The support coordination team aims to facilitate outcomes for people with disability by adhering to the principles of a rights-based approach, delivered with respect and integrity, by professionals with a high standard of customer service.

Support Coordinators work in a way that is reflective and grounded in our organisational values and principles. Through building relationships, we follow best practice approaches and are accountable for the delivery against outcomes identified by clients and customers.

### **Duties of this role may include but are not limited to the following:**

- Support customers to build capacity to coordinate their plans, negotiate appropriate support and services; and connect with community support and mainstream services in addition to disability specific clinical and community support.
- Use local knowledge and sector expertise to increase opportunities for people with disability to be connected to local communities by providing holistic and comprehensive services. This includes assessments, implementing and reviewing plans and goal setting, monitoring progress, advocacy and referrals.
- Deliver services and support with a high level of customer service.
- Provide expert advice and consultation to people with disability, their families and networks on the changing disability service landscape, relevant procedures, practices, guidelines and legislation, including advice regarding customer safeguards, quality expectations, and compliance.
- Support the implementation and review of customer service agreements, outcomes, support plans, programs and services to ensure an appropriate standard of service, supervision, safety and support is provided.
- Operate as required by legislation and departmental standards and exercise the appropriate authorities and legal delegations pursuant to relevant legislation and other specific delegations and functions.
- Under supervision, liaise with community services such as courts, tribunals, policy and mental health services and communicate effectively with a range of external agencies and service providers.
- Assist in the preparation and presentation of comprehensive reports, advice, briefs, assessments and correspondence containing informed comment, viable options for consideration and well-reasoned recommendations.
- Contribute to the maintenance of prescribed registers, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment.
- Participate in client conferences with other professionals.

- Operate as an effective team member, contributing to team planning, work process improvements and day-to-day administration.
- Be professionally accountable for decisions that impact on customers and staff, made within bounds of Melbourne City Mission policy and with management support.
- Keep accurate and complete records of your work activities in accordance with legislative requirements and MCM's records, information security and privacy policies and requirements. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

### KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• The Central Support Team</li> <li>• The Support Coordination Team</li> <li>• All program areas located within Disability Services</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Melbourne City Mission customers and their families</li> <li>• Other disability and generalist service providers including NDIA</li> </ul>

### KEY SELECTION CRITERIA

#### Essential:

- A tertiary qualification and/ or significant experience in working in the Community Services sector (Disability, Mental Health, Housing, Justice)
- Experience and skills to work competently alongside people, families and relevant stakeholders in their local community to build capacity to participate in the community and manage some or all aspects of their plan.
- Well-developed communication (both oral and written) skills with the capacity to prepare and complete reports and case notes in clear and concise language.
- The ability to interpret information from other sources/documents and present information in a manner appropriate to the purpose and audience.
- Demonstrated ability to identify, measure and report on client outcomes.
- Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of customers and service providers.
- The ability to work autonomously and cooperatively as a member of a team.

- Competence in data management concepts and the use of customer management systems to record and maintain client data accurately.
- Strong organisational skills which includes time management, meeting KPI targets in relation to service delivery.
- Satisfactory completion of safety screening including a National Police check, Proof of Identity check, International Police check (if required), a current Victorian Working with Children Check (Employee), Disability Worker Exclusion List (DWES) check, current Victorian Drivers Licence, and the right to work in Australia in line with the Victorian Safety Screening Policy.

**Desirable:**

- Experience working with people living with a disability.
- Knowledge of the *NDIS Act 2013*, *Disability Act 2006* and other relevant legislation.
- Experience working in an NDIS environment.
- Flexible to work from other sites.

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

**Workplace Health & Safety:**

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.

- Satisfactory completion of safety screening including a National Police check, Proof of Identity check, International Police check (if required), a current Victorian Working with Children Check (Employee), Disability Worker Exclusion List (DWES) check, and the right to work in Australia in line with the Victorian Safety Screening Policy.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b> We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.</p>
<b>REPUTATION</b>	<p><b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
<b>REPUTATION</b>	<p><b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>
<b>PEOPLE</b>	<p><b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
<b>PEOPLE</b>	<p><b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

	We are inclusive and accepting of difference.
<b>Together</b>	We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
<b>Courageous</b>	We speak up constructively in line with our convictions. We pursue our goals with determination.

	We are passionate about our advocacy role.
<b>Curious</b>	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
<b>Open</b>	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
<b>Accountable</b>	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>