

## POSITION DESCRIPTION

<b>Position Title</b>	NDIS Support Coordinator
<b>Position Status</b>	Permanent Part Time
<b>Reports To</b>	NDIS Program Manager
<b>Department</b>	NDIS Psychosocial Program
<b>Location</b>	165 – 169 Brunswick St, Fitzroy VIC
<b>Direct Reports</b>	Nil
<b>Award</b>	Social, Community, Home Care & Disability Services Industry (SCHCADS) Award 2010
<b>Date Reviewed</b>	1 April 2021
<b>Next Review Date</b>	1 April 2022

### Mission Statement

Inspired by the spirit of the Daughters of Charity, St Mary's House of Welcome seeks to further Social Justice by standing with disadvantaged people offering support, solutions, and hope.

### Vision

St Mary's House of Welcome will be universally acknowledged as a professional, cost efficient and effective organisation providing relevant services to the homeless and disadvantaged in accordance with the Vincentian Spirit.

Leading practice, effective partnerships, industry connectedness, secure public and private funding and the pursuit of opportunities to establish satellite services will be operating hallmarks.

St Mary's House of Welcome will be a voice for its clients, a fearless advocate for their rights with a commitment to empowerment and restoring independence.

### Values

Respect | Relationships | Welcoming | Hopefulness | Responsiveness

## POSITION PURPOSE

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.

Reporting to the NDIS Manager, this role requires a strong understanding of the NDIS service sector and an ability to support participants into appropriate supports and services to achieve the identified goals of their plan.

The Support Coordinator's duties works to meet the specific needs of the participant and the goals outlined in their NDIS plan. Typical day to day duties of this position can include (but are not limited to):

- Engaging and coordinating service providers on behalf of participants and link participants to relevant providers
- Meeting with and engaging participants to develop and refine their goals
- Engage participants informal supports (family, carers, etc.)
- Working with participants to help build their own capacity and independence
- Building knowledge of local services and organisation's customers can utilise
- Engaging with NDIA staff and LAC's
- Referring for crisis support as required for participants.

## SPECIFIC ACCOUNTABILITIES

Including but not limited to:

<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Ensure the client's plan is delivered within their budget</li> <li>• Produce service bookings through SupportAbility / NDIS portal as directed</li> <li>• Complete all necessary administration to the standard, ensuring full compliance</li> <li>• Provide information and advice to all stakeholders regarding available psychosocial supports and program options</li> <li>• Manage clients billing / support and service coordination</li> <li>• Maintain up to date case notes on SupportAbility</li> <li>• Specific accountability to fully utilise support coordination allocate participant plans and work time to maximise funding</li> <li>• Compliance with national disability quality standards and reporting requirements</li> </ul>	<p><b>Client Coordination &amp; Management</b></p> <ul style="list-style-type: none"> <li>• Ensure mainstream services meet their obligation to the customer (i.e. housing, education, justice, health)</li> <li>• Provide the client and the NDIA with reports on outcomes and success indicators, within the agreed reporting frequency</li> <li>• Support clients (mental health, physical health, education, work, housing, leisure, etc.)</li> <li>• Assist NDIS clients to implement plans and coordinate their services and supports</li> <li>• Work with clients on a 1:1 basis to submit applications or re-test eligibility</li> </ul>
<p><b>Other ad-hoc tasks</b></p> <ul style="list-style-type: none"> <li>▪ Participate in ad hoc projects and work as assigned from time to time</li> </ul>	<p><b>Linkage &amp; Capacity Building</b></p> <ul style="list-style-type: none"> <li>• Link participants in with informal, mainstream and community supports where required.</li> <li>• Build the capacity of the client to achieve greater independence to self-direct services and supports in the longer term</li> <li>• Work with participants to assist them to develop client-centred goals.</li> </ul>

## POSITION DIMENSIONS / PERFORMANCE TARGETS

Position Dimensions	Performance Targets
Documentation	Aim for 100% accuracy and daily updates to SupportAbility
Meeting deadlines	All deadlines need to be met 100% of the time, whether it be weekly, monthly or annually
Specific accountability to fully utilise support coordination allocate participant plans and work time to maximise funding	Aim for 100% utilisation

## RELATIONSHIPS

Internal	External
Chief Executive Officer	SMHOW's clients, donors, supports and volunteers
Members of the senior management team	Key operational stakeholders, NDIS, NDIA, allied Not-for-Profit organisations across the homelessness, mental health and drug & alcohol services landscape
NDIS Program Manager	
SMHOW staff	

## EXPERIENCE / QUALIFICATIONS

Experience	Qualifications
Experience in the NDIS access process for psychosocial supports	Tertiary qualifications in mental health, social work, community development / services or a related discipline
Relevant NDIS experience – preferably within mental health and/or homelessness	<i>Pre-Employment:</i> <ul style="list-style-type: none"> <li>• Valid Driver’s license</li> <li>• Clear and current National Police check</li> <li>• Working with Children check</li> <li>• Disability Worker Exclusion Scheme Check</li> </ul>
Demonstrated experienced in working with the NDIA and LACs	Demonstrated experience in working with healthcare including mental health and AOD providers; broader community services; General Practices; nurses and Allied Health Providers and clients

## SKILLS

Extensive experience in NDIS sector required	Proven ability to identify innovative solutions and influence outcomes
Excellent communication (verbal and written) & negotiation skills. Many of SMHOW clients are from CALD background or are vulnerable due to being homeless or at risk of homelessness.	Ability to identify opportunities and integrate and work collaboratively across teams
Good computer literacy	

## CORE COMPETENCIES

Demonstrated interpersonal skills	100% accuracy in documentation
Understanding of NDIS quality standards and role in quality	Working with participants to achieve their goals
Alignment to mission and values	Adapt and Learn from Experience
Ensure achievement of mission in work plans	Problem solving and communication skills

## NOTES

- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. The Company may require you to undertake additional responsibility’s or work in other areas to those outlined in this position description subject to business requirements and your skills and competencies.
- A statutory requirement of every role requires that you ensure awareness and compliance with all relevant legislation that impact your work area, such as Work, Health & Safety.
- You must ensure that:
  - all activities are conducted in accordance with relevant Company policies, procedures and practices;
  - uphold ethical standards and values and act with honesty, integrity and good faith at all times;
  - ensure that you act in ways that advance the organisation’s objectives, values and reputation.

## INCUMBENT STATEMENT

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_