

## **JOB DESCRIPTION SUPPORT COORDINATOR**

**Job Title:** Support Coordinator

**Job Type:** Fixed Term | Permanent Full Time | Permanent Part Time

**Primary Location:** Suite L2, 255 Rawson Street, Auburn NSW 2144

**Reports to:** CEO

### **Purpose**

The Support Coordinator is responsible for working with the National Disability Insurance Scheme (NDIS) registered participants who have an acquired brain injury. The Support Coordinator will manage a flexible caseload of NDIS participants with an acquired brain injury within the allocated hours of service provision.

### **Scope**

The Support Coordinator will work independently in the community, working with NDIS participants and their families to provide high quality, flexible assistance with implementing their NDIS plans.

The position involves developing good working relationships and communication with the clients, their families, NDIA (National Disability Insurance Agency) and other relevant stakeholders.

### **Key Result Areas**

The key results/outcomes expected for this position are:

- Effective Support Coordination within the NDIA framework that meets the individual needs of clients.
- Linking clients to quality supports which maximise client outcomes.
- Strengthening client's abilities to coordinate and implement supports where appropriate.
- Building on client's informal supports, resolving points of crisis and developing client resilience in their network and community.
- Service delivery provision that communicates care, empathy and respect for clients.
- Maintaining an independent position and working to avoid conflict of interests.

### **Key Responsibilities**

- Provide high-quality support that meets the individual needs of clients, in line with their NDIS plan.
- Facilitate the implementation of supports in individual NDIS plans, including informal, mainstream, community, and funded supports.
- Provide education on all aspects of the NDIS plan cycle, including preparing for a review.

- Strengthen and build the client's capacity to be an active participant in their supports and community.
- Ensure mainstream services meet their obligations (i.e. housing, education, justice, health)
- Report to the NDIA on outcomes and success indicators within established timelines.
- Address barriers to client participation and endeavour to resolve any service delivery issues.
- Respond flexibly to client's changing needs and the adjustment of supports.
- Effectively communicate with all relevant stakeholders in the implementation/management of complex supports.
- Crisis resolution, including developing client's to manage and respond to a crisis.
- Appropriate management of NDIS plan hours and budget allocations in consultation with clients to ensure adequate support throughout the plan term.
- Participate in team meetings and skill sharing with the ABI Services' Management Team where appropriate.

## **Performance Measures**

Professional competencies including meeting KPI's and deadlines, keeping accurate records, report writing, monitoring service costs, timeliness of response to client's needs, reporting to NDIA, reliability, and self-direction.

## **Extent of Authority**

- Exercise a degree of autonomy, initiative and judgement.
- Establish priorities and monitor workflow in areas of responsibility.
- Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

## **Job Requirements**

### **Qualifications/Experience:**

- an appropriate diploma or tertiary qualification relevant to the work required to be performed
- previous experience in a relevant industry or service to undertake the range of activities required
- substantial experience or knowledge of the National Disability Insurance Scheme
- an understanding of case management practices and principles.

### **Ability to:**

- take initiative and be self-directed
- work as part of a team as well as in isolation
- use appropriate verbal, non-verbal, written and electronic communications skills
- use computers and related technology efficiently
- document relevant information and keep records that are concise and up-to-date
- develop a good rapport with clients and all relevant stakeholders
- coordinate a range of supports effectively
- respond flexibly and explore creative ways to meet client's individual support needs
- build client capacity to actively participate both socially and economically in their supports and community
- create and foster networks within the disability industry
- develop, forecast, budget and adhere to financial plans
- keep abreast of any NDIS policy changes and their implications to both organisation and clients
- develop knowledge of and adhere to established work practices, policies and procedures

- develop knowledge of and adhere to statutory requirements
- understand the goals of the NDIS and implement them in the Support Coordinator role

**Special Conditions:**

- Driver Licence and use of a registered vehicle
- Working With Children Check (NSW)
- National Police Certificate

**Salary**

As negotiated in contract.

**Acknowledgement of Receipt**

*By signing below, I acknowledge that I have been provided with access to a copy of my job description by my employer, Acquired Brain Injury Services Limited.*

*I have read and understood my job duties and responsibilities. I further understand that I am responsible for the satisfactory execution of all the duties described therein, under all conditions as described.*

**Employee Signature:**