



NDIS Support Coordinator

JOB DESCRIPTION

Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Level 4

Role Purpose

This primary responsibility of this role is supporting people with psychosocial disability to coordinate and implementation their NDIS plan. This role is responsible for building a rapport with participants to understand their situation and coordinate the delivery of a range of services ensuring outcomes are met according to each individual plan.

Support Coordination is a role specific to the NDIS that aims to support people to optimise and implement their NDIS Plan and the funding available. It may involve connecting people to mainstream services. It includes supporting people to resolve points of crisis that may occur.

Support Coordinators are key to achieving MIFWA's mission and vision and delivering quality NDIS services, by genuinely working alongside people to achieve their goals and aspirations.

The way we work – Living our MIFWA Values.

- Accountability – Individually and as an organisation, we are accountable and responsible for our behaviours; activities; decisions; outcomes; and are open and transparent in what we do.
- Integrity – We demonstrate integrity by having the courage to do the right thing and stand up for what is right, being responsible for our actions, being honest and adhering to the highest ethical standards.
- Inclusion and Acceptance – We acknowledge everyone's worth and dignity, regardless of background, abilities or beliefs; we demonstrate empathy, show consideration for one another, and acknowledge the value of others.
- Collaboration – We work with others (individuals and groups) to achieve shared goals, sharing knowledge, learning together and building consensus.
- Empowerment – We work to empower people and help them gain control over their own lives, fostering power in the individual to act on the issues they define as most important to them.

Reporting Relationships

This role will report to the Area Manager, NDIS.

This role has no direct reports.

Role Responsibilities and Outcomes	Performance Indicators
In partnership with participants, develop and regularly review progress of individual plans and support strategies.	Regular contact with each participant. Feedback from participants.
Complete a report which outlines progress towards NDIS goals, linkages to services, fund utilisation and recommendations for future.	Progress reports are submitted to the NDIS before the end of each plan.
Build and maintain working relationships mental health services and other government and community agencies. This includes being respectful, person centred and family inclusive in your interactions with people.	Feedback from external service providers and families.
Coordinate supports for people with NDIS plans. Communicate and work with staff, participants, families, and other stakeholders to understand to implement their NDIS plan and resolve concerns. Escalate to the Area Manager for advice and support as appropriate.	NDIS plan budgets are monitored and used to full capacity where possible. Participant feedback. Stake holder feedback.
Assess and complete risk assessments for each participant. Regularly review and refine support strategies to minimise risk and optimise best outcomes for individuals.	Risk assessments are updated and reviewed at least on one a year and as needed. Concerns of risk are noted with the Area Manager
Manage time effectively between participants and document the coordination that has been provided in the client management system.	Support times are recorded on the client management system and allocated appropriate funding. Progress notes are completed for each support
Organisational Responsibilities <ol style="list-style-type: none"> At times, be available to work in various MIFWA programs, when required. Participate in performance appraisals, MIFWA training, group supervision, team meetings and professional development activities. Maintains appropriate personal and professional boundaries. At times, be available to perform the role of NDIS Recovery Coach, when required. Working as part of the team based on an ethos of collaboration, co-operation, respect, and mutual support. Other duties as directed by the Area Manager. 	

Selection Criteria

Skills

- High level written and verbal communication skills.
- Computing skills in Microsoft Office package and experience of maintaining a client management system
- High level of interpersonal skills and the ability to network and work with a range of stakeholders.
- Ability to develop a strong rapport with a people from diverse backgrounds.
- Self-management skills to prioritise and manage time effectively, recognise and maintain professional boundaries, participate in supervision, and reflect and learn from experience.
- Advocacy skills to advise and act on behalf of members and participants on a range of social issues.

Attributes

- Alignment with MIFWA Mission, Vision and Values
- Flexible and adaptable.
- Able to work autonomously.
- Patient and empathetic.
- You are a good listener.
- Able to problem solve and think outside of the box.

Qualifications

- Qualification in mental health, community work, social work, or another relevant human services discipline (desirable).
- Current First Aid Certificate (desirable)

Experience

- Experience working with people with mental health issues (essential)
- Experience to work effectively in a team environment to set and achieve shared goals and engage in collaborative practice desire to work with and explore recovery principles (essential).
- Experience in working with and implementing individual NDIS plans (desirable)

Knowledge

- Understanding of mental health/illness and associated issues (essential)
- Understanding of price guide and support catalogue (desirable)

Additional Requirements Note:

1. *A current NDIS Screening check is also required.*
2. *A valid driver's licence, with a reliable vehicle (mileage payable).*
3. *NDIS worker orientation module.*