

Position Description

NDIS Support Coordinator/Psychosocial Recovery Coach

Huddle Community Services

Huddle Community Services (HCS) is an organisation that provides comprehensive support to people with diverse and complex needs who have an NDIS Plan. HCS is made up of a small, specialised team that supports people with complex needs and those who are experiencing social-isolation and disadvantage. HCS employs a respectful, assertive outreach model to its service delivery, as to reach clients that experience barriers to quality engagement. We are committed to working alongside people who live with mental illness, dual-diagnosis, complex and concerning behaviour, and those who are culturally and linguistically diverse [CALD].

Job specifications

| | |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Job title | Support Coordinator/ Psychosocial Recovery Coach |
| Job category | Service Delivery |
| Location | 6/186 High Street, Belmont |
| Position type | <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Casual <input type="checkbox"/> Contract |
| Job supervisor name and title | Jesse Cusworth – Director |
| Job supervisor phone number | 0407 744 570 |

Job description

| | |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job purpose and scope | <p>Huddle Community Services is growing and this permanent (0.6-0.8 EFT) role based in Geelong is in our highly regarded Service Delivery team. This varied and busy role:</p> <ul style="list-style-type: none"> Engages with participants and their informal support networks and builds connections with providers, local community services and NDIS contacts |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| | |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> • Supports participants to understand their NDIS plan and plan funding • Supports participants to design their support framework within available plan funds to achieve their goals • Coordinates participants to connect and engage with providers, to access supports, and builds participant capacity to maintain these relationships • Gathers and prepares evidence for the participant for plan reviews • Perform all underlying administrative tasks related to support coordination service provision including budgets. |
| Roles and responsibilities | <ul style="list-style-type: none"> • Coordinate services in participants' NDIS plans including the management of complex multidisciplinary teams, both NDIS funded and mainstream (Area Mental Health, DFFH, DHHS, Justice and others). • Provide respectful, assertive outreach to clients who are hard-to-reach or experience barriers to engagement. • Deliver high quality services in a timely manner including mandatory reporting to the NDIA and meeting HCS guidelines. • Provide advice and consultation with participants, their families and other stakeholders in response to complex and challenging situations. • Develop action plans following consultation with participants, their families and other stakeholders to resolve challenges arising from complexity. • Provide support and advice to other support coordinators in relation to support coordination delivery. • Liaise and collaborate with key stakeholders to establish mutual goals of coordinating service delivery for participants. • Facilitate and participate in meetings with the team including supervision and de-briefing support. • Prepare comprehensive reports in conjunction with relevant stakeholders. |

| | |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> • Contribute to the maintenance of registers, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment. • Maintain accurate and complete records of your work activities in accordance with legislative requirements and HCS'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 HCS's policies and procedures, legislative requirements, and meet the relevant service standards. • Perform other duties and responsibilities as required. |
| Training and supervision arrangements | <ul style="list-style-type: none"> • Initial 2-week induction period including shadow of current team member to take place upon start • Monthly supervision provided • 12 Month performance and pay scale review. |
| Security check requirements | <ul style="list-style-type: none"> • International Police Check (If Applicable) • Working with Children Check (Employer) • NDIS Employee Screening |

Qualifications and memberships

| Required qualifications |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Minimum certificate IV in Disability/Mental Health or equivalent, incl. but not limited to; Dip. Community Services, Adv. Dip. Community Sector Management, B.A in related discipline (Social Work, Social Sciences, Psychology) |

Section 4: Approval signatures

| | |
|-----------------------------------------------------|-----------------------------------------------------------------------------------|
| Name of person approving job description | Jesse Cusworth |
| Position of person approving job description | Director |
| Signature |  |
| Date approved | 28/09/21 |