

<b>POSITION TITLE:</b>	<b>Support Coordinator</b>
<b>FTE:</b>	<b>Full Time</b>
<b>CLASSIFICATION:</b>	<b>Band 3.1.1</b>
<b>DIVISION:</b>	<b>Support Coordination Services</b>
<b>PROGRAM:</b>	<b>Disability Services (NDIS)</b>
<b>LOCATION:</b>	<b>Narre Warren, as well as work performed at the request of the organisation at any Windermere location and outreach Casey/Cardinia/Dandenong Regions</b>
<b>TENURE:</b>	<b>Permanent</b>
<b>DATE:</b>	<b>Jan 2022</b>

## 1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Melbourne to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

## 2. OUR PURPOSE, VISION AND VALUES

### **Our Purpose:**

We get in early to make a difference in the lives of individuals, families and communities

### **Our Vision:**

A stronger, connected and supported community

### **Our Promise:**

Our many services working together with you for a better life

## 3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
<b>Service Delivery</b>	<p>Provide Support Coordination to strengthen and enhance consumer capacity to coordinate and manage supports, and participate in the community by:</p> <ul style="list-style-type: none"> <li>• Using a mentoring and coaching approach to assist the consumer and informal supports to build their capacity and resilience.</li> <li>• Supporting choice and control of preferred option/s or provider/s.</li> <li>• Implementing their NDIS plans.</li> <li>• Budgeting within their plan.</li> <li>• Working towards achieving their goals in line with their NDIS plan.</li> <li>• Connecting with appropriate supports-mainstream, informal and formal.</li> <li>• Engaging with consumers, their supports and other stakeholders in a professional manner.</li> <li>• Identifying barriers and points of crisis.</li> </ul> <p>Support the team in achieving high quality service delivery</p> <p>Participate in the DS Intake duty as required</p>	<p>8-week and 9-monthly NDIA support coordination progress report</p> <p>Consumers and informal supports have increased their capacity over the course of their NDIS Plan</p> <p>Punctual for all meetings and events</p> <p>Tasks completed within specified timeframes</p>
<b>Compliance, Administration and Reporting</b>	<p>Ensure accountable practice through accurate and timely documentation.</p> <p>Report outcomes to consumers and relevant funding body</p> <p>Maintain accurate and up to date case notes on consumer progress</p> <p>Maintain up to date knowledge of the NDIS systems and practices and liaise with NDIA and LAC</p> <p>Maintain up to date knowledge of local services and organizations that consumers can utilize</p> <p>Inputting and maintaining consumer data in iCase</p> <p>Undertaking all administrative tasks promptly and efficiently including the updating on consumer related data entries.</p>	<p>As per Employee Performance Metrics requirements.</p> <p>Meet all Department of Health and Human Services and NDIS reporting requirements within specified timeframes</p>
<b>Organisational expectations and directives in relation to policies and procedures and the agencies mission, vision and values</b>	<p>Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations</p>	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p>

	<p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment</p>
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The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPI's in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

#### 4. ORGANISATIONAL RELATIONSHIPS

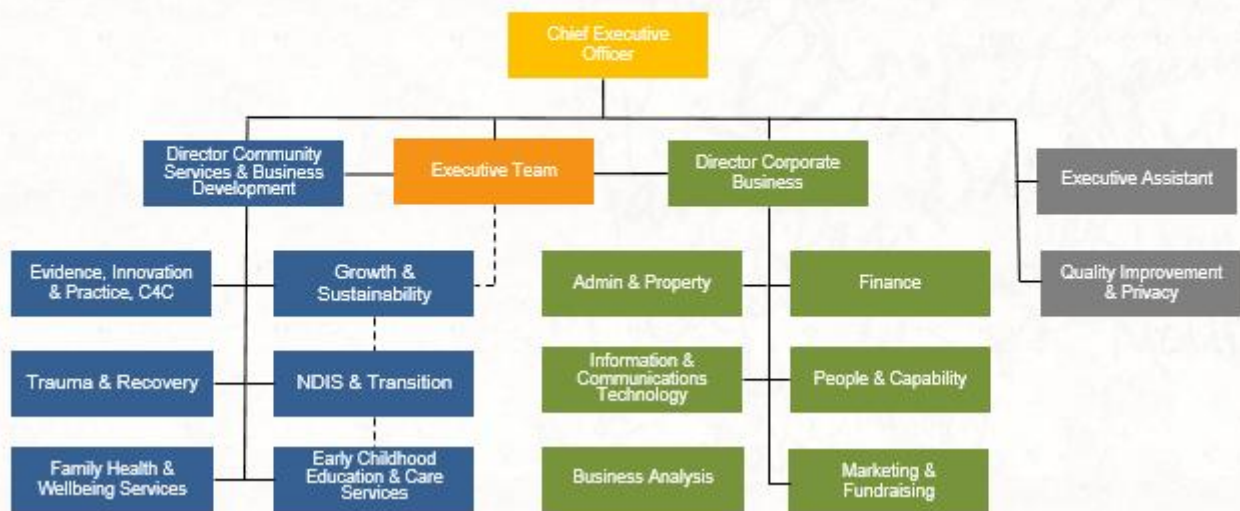
**LINE MANAGER:** NDIS Service Lead

**SUPERVISES:** Student

**INTERNAL RELATIONSHIPS:** EITS, Plan Management

**EXTERNAL RELATIONSHIPS:** NDIS, LAC, Stakeholders

# Organisation Structure



## 5. KEY SELECTION CRITERIA

- Relevant tertiary qualifications in relevant or related discipline and/or equivalent professional/ industry experience
- 3 years' experience within disability services or related services
- Demonstrated knowledge of the Disability sector, relevant legislation including but not limited to the Disability Act 2006, National Disability Insurance Scheme Act 2013, Victorian Disability Standards
- Demonstrated skills in independent problem solving, negotiating, creative thinking, self-initiative and capacity building ability for self and others
- Demonstrated knowledge of mental health, family violence, child protection and drug and alcohol services highly regarded
- Experience in Person Centered Planning, support coordination and facilitation
- Demonstrated experience and commitment to supporting people with a disability to participate fully in their community
- Sound knowledge of support coordination practice, assessment, family dynamics, community support networks and services available to people with a disability and/or their families
- Demonstrated ability to effectively manage use of time in fast paced, complex service environment
- Ability to use relevant technology including phones, computers and consumer data systems
- Demonstrated ability to work effectively as part of a team as well as work independently, including office based or remote off-site locations
- Current Victorian Drivers' License
- Willingness to undertake relevant pre-employment screening and checks

## 6. CONDITIONS OF EMPLOYMENT

The terms and conditions of employment at Windermere are in accordance with the Employment Agreement and Windermere Child and Family Services policies and procedures.

**Pre-Employment Disclosure** - All appointments are subject to the candidate completing a Pre-Employment Disclosure Form regarding pre-existing illnesses or conditions that may affect their ability to perform the inherent requirements of the position and consideration of the completed form by Windermere.

**Medical Examination** - All appointments are subject to the satisfactory completion of a pre-employment medical examination at Narre Warren Medical Centre at Windermere's expense. Windermere will be advised by the medical practitioner whether the individual is fit to perform the role. Any medical opinion obtained by Windermere in respect of an unsuccessful candidate will be destroyed at the end of the selection process. In the case of an appointee, the medical opinion obtained will be stored in a secure location.

**Probationary Period** - The first three (3) months of your employment is a probationary period in which either of the parties may terminate your employment on 1 days' notice in writing to the other party. At any time during, or at the end of the three-month probationary period, the Employer may advise you as to whether and/or on what basis your employment will continue beyond the initial probationary period. A **Qualifying Period** of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.

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**Police Record Check** - All appointments are subject to a clear National Police Record Check.

**Working with Children Check** – All appointments (dependent on position responsibilities) are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.

**Disability Worker Exclusion Scheme (DWES) List Check** – only applicable to Disability Workers, as defined by the DWES, who are subject to a clear check result against the Disability Worker Exclusion List.

**Occupational Health & Safety** – To adhere to OH&S policies, procedures and guidelines and use all the necessary safety equipment provided and to report any defect in any such equipment or workplace hazards as soon as it comes to your attention.

**Smoke free environment** - Windermere is a smoke free working environment.

**Place of Employment** - You may be required to report for duties and work from any of Windermere’s work locations throughout the service region.

**Qualifications** - The successful applicant will be required to substantiate formal qualifications.

## 7. WORK AND FAMILY BALANCE

The position may require some work outside of Windermere’s ordinary operating hours from time to time. Windermere is an equal opportunity employer and values diversity so possible, Windermere will examine ways to reasonably modify work practices to accommodate the successful applicants.

Windermere understands the importance of promoting a family friendly working environment and promotes work-life balance by offering provisions that foster a culture of flexibility, support and wellbeing.

For more information on Windermere’s Culture and Benefits please visit: <https://www.windermere.org.au/careers/why-windermere>

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I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere’s Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

**Occupant:**

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

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