



POSITION DESCRIPTION

POSITION TITLE:	Specialist Support Coordinator
COMPANY DIVISION:	Support Coordination
LOCATION:	Tecoma/Gippsland/ Remote
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
CLASSIFICATION:	Classification 5
REPORTS TO:	Specialist Support Coordination Team Leader
DIRECT REPORTS:	n/a
OTHER RELATIONSHIPS:	<ul style="list-style-type: none">● CoAbility Leadership Team● CoAbility Intake Team● NDIS Agency● Quality & Risk Manager
STATUS	Part Time / Full Time

COABILITY

OUR VISION

A society where everyone is valued and respected for who they are regardless of their ability, race, religion, gender or sexuality. Where they are given the opportunity to fully participate in their community and live their best life.

OUR MISSION

Together, we strive to build respectful relationships with the people who access our services so that we can provide them with quality, flexible and responsive supports that promote independence and build their capacity to realise their full potential and live the life they choose.

OUR VALUES

Our commitment to inclusion and choice is built and sustained by:

- Passion
- Respect
- Integrity
- Diversity
- Excellence
- Innovative Solutions

SCOPE AND PURPOSE OF THE JOB

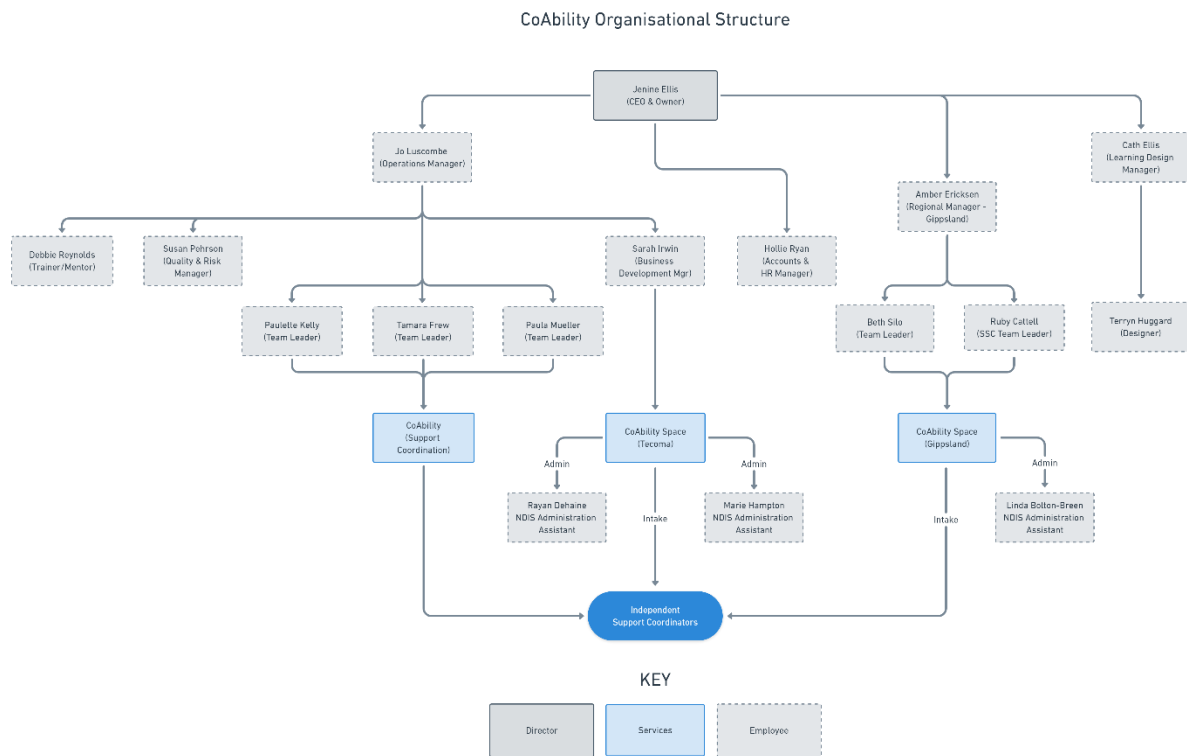
This position is responsible for providing an individualised and responsive support to clients and families in line with the relevant NDIS support plans and relevant legislations. The role is to promote empowerment, choice and control as well as community inclusion of people with disabilities and their families.

The role of the Specialist Support Coordinator is to work within a specialist framework, necessitated by specific high-level risks in the participant's situation. This support is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting the participant to connect with supports and build capacity and resilience.

Providing specialist support coordination may also involve working with other NDIS providers incorporating a care team approach, in order for relevant interventions to be implemented.

TEAM OVERVIEW

This role reports directly to Specialist Support Coordination Team Leader



KEY RESPONSIBILITIES

OPERATIONAL PERFORMANCE

- Addressing high level risk and assisting the participant to connect with specialist supports and build capacity and resilience
- Involvement in Care Team Meetings to plan supports and interventions as required.
- Developing intervention plans for implementation by disability and mental health support workers, as required
- Implementing the supports within the client's plan including formal, mainstream and funded supports
- Managing client issues and complaints fairly and within CoAbility's policies and procedures

	<ul style="list-style-type: none"> ● Assisting to resolve points of conflict or crisis to develop the client's capacity and resilience within their own network and community ● Making sure that regular/appropriate contact is maintained and recorded within the database (Echidna) with all clients, families/carers and support services ● Making sure that all supports delivered are billed in Echidna in line with required time frames ● Managing your caseload/tasks in a coordinated, efficient and timely manner ● Maintain complete case notes and other records in Echidna as outlined in the Case Note Guidelines document which also record hours of support provided to substantiate NDIS claims. ● Making sure that information on relevant community resources are available to clients and referrals are made and followed up ● Reporting any new and relevant services, NDIS information or community information to your colleague group ● Developing and maintaining effective networks with other Disability and Mental Health Services, other non-government agencies, NDIA and local MPs. ● Conduct a needs assessment with the participant, based on their NDIS goals and the level of service defined in the NDIA plan. ● Be mindful of mandatory reporting requirements eg child safe policies, and abuse and neglect of adults and discuss with your Team Leader where a concern exists. ● Monitor use of support coordination hours and update the team leader if additional hours may be required. ● Report to the Team leader, Support Coordination on any risks that may arise in program provision that may potentially impact on the organization. ● Other duties and directed and negotiated.
TEAMWORK	<ul style="list-style-type: none"> ● Regular feedback/meetings with line managers and provide outcome reports to senior management ● Positively contribute to the Support Coordination team including participating in relevant team meetings and forums etc as required. ● Acting in a professional manner while building appropriate and effective relationships
STAKEHOLDER ENGAGEMENT	<ul style="list-style-type: none"> ● Build relationships with individuals and organisations within the region that will aid in building community capacity in support of the service ● Develop effective strategies to implement and maintain relationships with internal and external stakeholders, e.g. disability service providers, peak

	bodies, advocacy groups, NDIA, with the aim of working collaboratively to ensure best practice is upheld and customers experience continuity of services
HEALTH & SAFETY	<ul style="list-style-type: none"> ● Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries. ● Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training. ● Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety practices.
QUALITY & COMPLIANCE	<ul style="list-style-type: none"> ● Support the organisational culture, which promotes continuous service improvement and innovation. ● Contribute to the relevant accreditation process, including identifying, developing, implementing and evaluating quality improvement activities. ● Participate in identifying professional development and training needs and attend professional development activities as required.
OTHER ORGANISATIONAL REQUIREMENTS	<ul style="list-style-type: none"> ● Adhere to all organisational policies, procedures, standards and practices. ● Actively demonstrating CoAbility's mission, vision and code of conduct at all times ● Other duties, consistent with skills and experience, as directed by the reporting manager. ● Doing at least one hour of Professional Development each week (Social Media, Web Searching, Discussions with colleagues, etc)

SELECTION CRITERIA

Essential Qualifications and Skills	Desirable Qualifications and Skills
<ul style="list-style-type: none"> ● Tertiary Qualification in Social Work, Psychology, Occupational Therapy, other Allied Health (developmental educator, social or health science). ● Experience working with people with varied disabilities ● An understanding of case management practices and principals ● Successful experience in coordinating responsive, individualised support to participants with complex needs and their families. 	<ul style="list-style-type: none"> ● Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute ● Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of customers and service providers

<ul style="list-style-type: none"> ● Demonstrated skill in establishing empowering and supportive partnerships with participants and their families with complex needs ● Knowledge of the current NDIS, Disability Act and other relevant legislation ● Knowledge of the current trends in service delivery in the community sector, particularly the changing landscape of the disability sector ● Knowledge of the NDIS Operational Guidelines ● Highly developed communication (both oral and written) skills with the capacity to prepare reports and correspondence in clear and concise language and the ability to assimilate information from other, present information in a manner appropriate to the purpose and audience. ● Solid leadership and emotional intelligence skills, with demonstrated ability to engage others, influence organisational culture, and provide strong direction ● Well-developed organisation skills, the ability to manage time effectively and prioritise tasks ● Demonstrated ability to identify, measure and report on outcomes ● Experience and skills to work competently alongside NDIS participants, their family and carers within their local community to build their capacity to participate in the community and manage some or all aspects of their NDIS plan ● A cleared Working with Children Check (WWCC) ● Current Drivers Licence ● Current National Criminal History Check 	<ul style="list-style-type: none"> ● Competence in the use of the latest computer software programs and is able to enter, modify and extract data accurately, including the ability to track funding package expenditure
--	---

Manager's Signature:	Employee's Signature:
Manager's Name:	Employee's Name:
Date:	Date: