



POSITION DESCRIPTION

POSITION TITLE:	Support Coordinator
COMPANY DIVISION:	Service Delivery
LOCATION:	Gippsland/Tecoma
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
CLASSIFICATION:	Classification 4
REPORTS TO:	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:

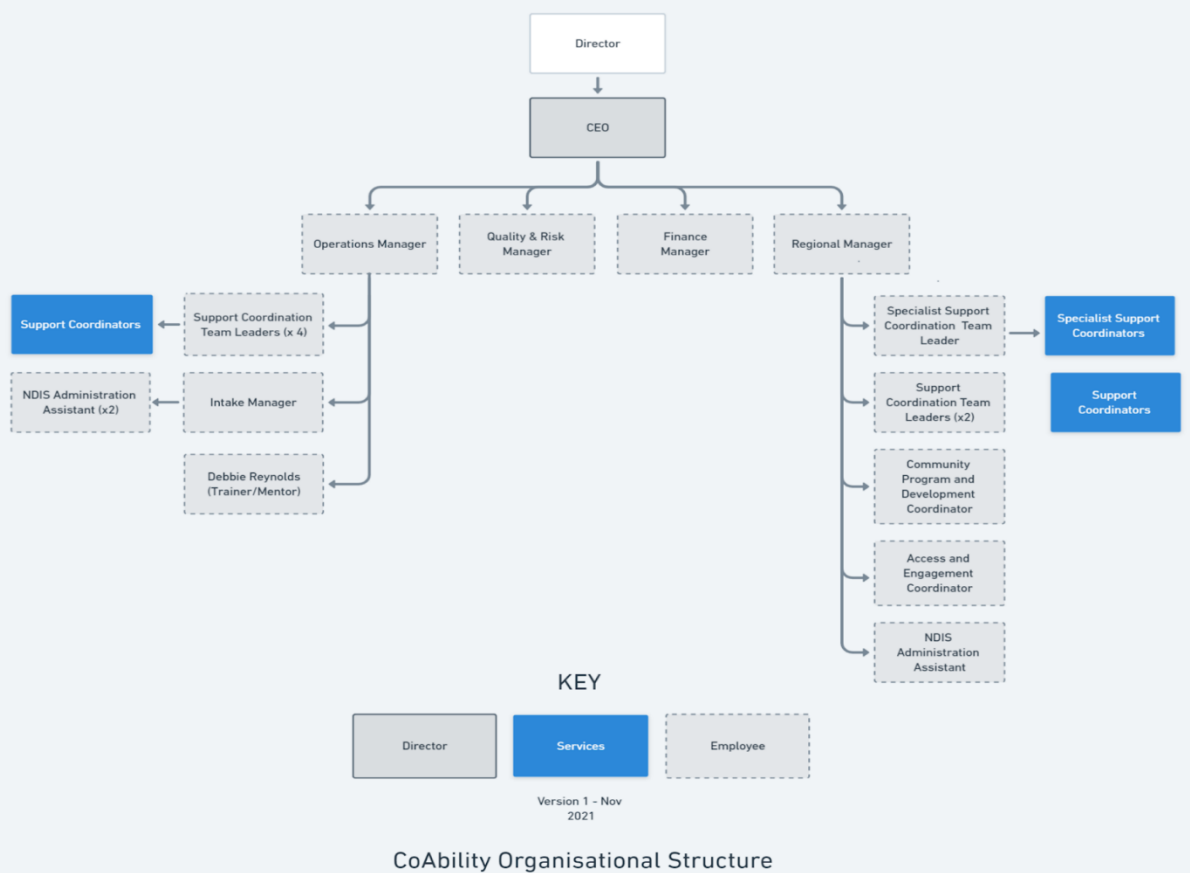
- Passion
- Respect
- Integrity
- Diversity
- Excellence
- Innovative Solutions

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.

TEAM OVERVIEW

This role reports directly to Support Coordination Team Leader



KEY RESPONSIBILITIES

OPERATIONAL PERFORMANCE

- 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
- 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 by rostering in Echidna in line with required time frames
- Submit relevant reports to the NDIA in a timely fashion.
- 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 Noting Guidelines records of hours of support provided to substantiate NDIS claiming.

	<ul style="list-style-type: none"> ● Attend NDIA participant review meetings and support the participant/nominee through the review process. ● 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 and adhere to mandatory reporting requirements e.g. 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. ● Chair or engage in care team meetings as required for the NDIS participant. ● 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, Disability Studies, Education, Nursing and Welfare or relevant discipline • 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. • 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 	<ul style="list-style-type: none"> • Minimum qualification of Certificate IV in Social Work, Disability Studies, Education, Nursing and Welfare relevant discipline • 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 • 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

<ul style="list-style-type: none"> • 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 National Criminal History Check • Current drivers' licence 	
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Manager's Signature:	Employee's Signature:
Manager's Name:	Employee's Name:
Date:	Date: