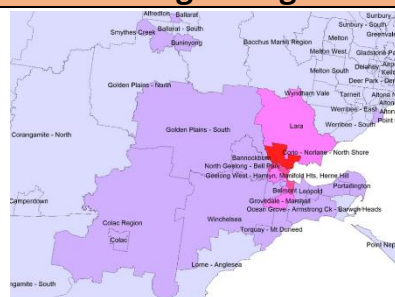


# Wathaurong Position Description



<b>Position Title</b>	Support Coordinator
<b>Location</b>	33 Mackey Street, North Geelong
<b>Unit</b>	Balert Care – Aged Care / Disability
<b>Contract</b>	Full-time Ongoing
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]
<b>Reports to</b>	Team Leader
<b>Direct Reports</b>	Disability Support Workers

## Wathaurong Aboriginal Cooperative Limited



The name Wathaurong (Wadda-Wurrung) is a recognised Tribe (community which consists of some 25 Clans) that form part of the Kulin Nation of Aboriginal people. The Traditional boundaries of the Wathaurong people span the coastline from the Werribee River to Lorne peninsula and traverse inland to a north direction towards Ballarat. Wathaurong services Aboriginal Communities living on Wadda-Wurrung, Gulidjan and Gadubanud Countries.

Wathaurong was formed by community in 1978 as a place of common ground where Aboriginal people could be together and share in a sense of community with formal registration in 1980 to support the social, economic, and cultural development of Aboriginal people, particularly within the Geelong and surrounding areas. Wathaurong Aboriginal Cooperative Limited is an Aboriginal Community Controlled Organisation governed by an Aboriginal Board who are elected through the Annual General Meeting process annually, with their Chief Executive Officer to operationalize the strategic directives of the Board.

(Pictured - Wathaurong Service catchment area)

## Purpose of the Role

The Support Coordinator is responsible for supporting a case load of Aboriginal NDIS and MyAgedCare participants to implement all supports identified in their plan in a culturally appropriate manner. The role is focussed on strengthening a participant's ability to access and co-ordinate supports to enable each person to participate more fully in Community.

The Support Coordinator plays an integral role in the development and achievement of a participant's goals to maximise opportunity, independence, and quality of life. This is facilitated through coordinating supports with an emphasis on client goals and making the best use of their funded hours including working collaboratively with other service providers. The role also ensures services are delivered in accordance with the NDIS Practice Standards, National

# Wathaurong Position Description



**Purpose of the Role**  
 Standards for Disability Services, and Aged Care Standards as well as the Wellness and Reablement model.

Key Result Area	Key Responsibilities
<b>Support Coordination and Case management</b>	<ul style="list-style-type: none"> <li>• Work with participants to achieve their goals in line with their NDIS and/or MyAgedCare Plan.</li> <li>• Develop and record progress of goals for clients that are specific, measurable, achievable, relevant and time limited (SMART).</li> <li>• Support clients to build their capacity, resilience, and networks with the aim of greater choice and control and independence in managing their personal choices.</li> <li>• Implement, monitor, and review the effectiveness of an individual supports and negotiate supports as agreed/funded and/or as appropriate.</li> <li>• Assist participants to connect to and engage with, informal and mainstream funded supports which will assist the participant to achieve their goals.</li> <li>• Support individuals to navigate the service system and explore a range of service options available to them within Community.</li> <li>• Assist clients to communicate with the NDIA and/or MyAged Care provider when required to support their own plan requirements.</li> <li>• Negotiate with service providers to ensure service agreements and Care Plans are reflective of the participant's needs and choices.</li> <li>• Work with mainstream service providers including negotiating services and prices to ensure maximum value for money is achieved and service obligations are met.</li> <li>• Care coordination with GP's, disability and other service providers and attend and contribute to case conferences.</li> <li>• Assist clients to prepare for plan reviews by helping them assess whether they achieved their goals and got value for money for their plan, identify solutions to problems experienced in implementing the plan, and to consider new goals.</li> <li>• Work within the funding levels associated with each client (continually track and monitor billable hours).</li> <li>• Continually gather and document relevant information about participants from other services for the development of evidence-based reports and updates.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Manage your own time, set priorities, plan, and organise your own quality work to achieve specific objectives.</li> </ul>

# Wathaurong Position Description



Key Result Area	Key Responsibilities
	<ul style="list-style-type: none"> <li>• Ensure the completion of NDIS Participant Service Agreements and other appropriate documentation within the initial assessment as required</li> <li>• Maintain Supportability and relevant documentation to demonstrate that service procedures are followed.</li> <li>• Ensure that comprehensive client records and data on the services provided is maintained.</li> <li>• Undertake and complete regular reports from funding agencies including DEX Data entry and DFFS.</li> <li>• Monitor and action incoming referrals from MyAged Care and NDIS MyPlacePortal.</li> <li>• Actively participate in the development, implementation, monitoring, regular review and reporting of client programs with providers including determining risk and preparing assessments, review client records and understand individual needs, review client goals, and measure individual progress and document outcomes.</li> <li>• Assist participant at point of crisis in a timely manner.</li> <li>• Organise Planned Activity Groups (PAG) and events.</li> <li>• Represent the service to government, other community agencies and the wider community</li> <li>• Develop links with relevant organisations to promote greater and more effective service co-ordination</li> <li>• Other duties as directed by the Disability Services Team Leader and consistent with the overall goals and responsibilities of this position</li> </ul>
<b>Finance, Quality &amp; Compliance</b>	<p><b>Assist the Team Leader in the following tasks:</b></p> <ul style="list-style-type: none"> <li>• Maintain HACC/My Aged Care/NDIS policies and procedures manual including Review/Develop Policies and procedures in adherence to HACC/My Aged Care/NDIS guidelines and the Wellness Reablement Model (formerly known as ASM).</li> <li>• Ensure HACC/My Aged Care/NDIS operates in accordance with relevant statutory requirements and policies including NDIS Practice Standards, National Standards for Disability Services, and Aged Care Standards as well as the Wellness and Reablement model.</li> <li>• Maintain appropriate administrative systems and client records.</li> <li>• Prepare service reports as required.</li> <li>• Commit to providing quality service through taking personal responsibility for adhering to current standards of practice.</li> <li>• Participate in external review requirements such as accreditation to enhance continuous quality improvement.</li> </ul>

# Wathaurong Position Description



Key Result Area	Key Responsibilities
	<ul style="list-style-type: none"> <li>• Ensure the health and safety of employees and other persons within the work environment.</li> <li>• Report all hazards, accidents or incidents which have resulted or may result in an injury to others or damage to property.</li> <li>• Be familiar with emergency and evacuation procedures and to participate in training in safety procedures.</li> <li>• Maintain accurate and comprehensive client information by maintaining up to date electronic file notes and maintenance of databases to monitor effective service delivery.</li> <li>• Comply with the standards of a child safe organisation in both practice and culture</li> </ul>
<b>People &amp; Performance</b>	<ul style="list-style-type: none"> <li>• Adherence to organisational goals, objectives, Policies and Procedures and professional standards.</li> <li>• Supervise a pool of casual and part-time support workers including undertaking monthly supervision of staff.</li> <li>• Ensure that management are immediately informed of any participant and/or staff issues that arise and ensure appropriate reporting mechanisms have been followed.</li> <li>• Regular briefings and supervisory support with the Disability Services Team Leader.</li> <li>• Probationary and Annual Performance Appraisal.</li> <li>• Attend organisational staff Meetings as required.</li> <li>• Attend/Assist with regular team meetings.</li> <li>• Provide mentoring, support, and training assistance for new or less experienced team members.</li> <li>• Attend and participate in training sessions, both internally and externally, as required. i.e Occupation Health &amp; Safety training.</li> <li>• Support the HR Team through the recruitment process including the collection of preemployment documentation and onboarding.</li> <li>• Collaborate in the gathering of evidence for investigations purposes including timely provision of reports as required.</li> <li>• Timely reporting of staff issues and/or abuse towards participants and or WAC employees.</li> </ul>
<b>Stakeholder &amp; Community Engagement</b>	<ul style="list-style-type: none"> <li>• Attend relevant network meetings as requested by Disability Services Team Leader</li> <li>• Assist the Disability Services Team Leader in maintaining operational relationships with stakeholders including mainstream service providers, governments agents, and local law enforcement.</li> <li>• Develop positive relationships with community stakeholders and provide visible presence at community events and meetings.</li> </ul>

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Key Result Area	Key Responsibilities
	<ul style="list-style-type: none"> <li>• Building strong and effective relationships with NDIA staff and LACs' other and community organisations (mainstream and disability) that enable the delivery of participants' outcomes.</li> <li>• Engaging with participants, their supports, and third-party organisations in a professional manner.</li> <li>• Coordinate external meetings with participants, significant others and providers and follow up any outstanding actions in a timely manner.</li> <li>• Liaise and work collaboratively with key stakeholders to establish a mutual goal of coordinating service delivery and developing effective linkages relevant to the achievement of the individuals NDIS goals</li> </ul>

Selection Criteria
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Minimum Certificate IV in Community Services or equivalent and/or at least or at least 2 years of relevant work experience demonstrating the challenges the elderly and people with disabilities face in accessing appropriate services and their inclusion.</li> <li>• Demonstrated skills and knowledge in care coordination, including planning, implementing, reviewing, and evaluating effective service plans with an emphasis on client goals.</li> <li>• Must have a sound Knowledge and experience of NDIS Coordination, and to be able to develop and regular review progress of individual plans and implementation of participants plans</li> <li>• Budgeting knowledge is essential for participants funding</li> <li>• Excellent communication skills, both written and verbal and the ability to communicate in a positive and collaborative way.</li> <li>• Excellent relationship building skills and the ability to solve complex problems and communicate in a culturally appropriate manner.</li> <li>• Demonstrated ability to work autonomously and with flexibility including managing competing priorities, using initiative to problem solve and manage own workload.</li> <li>• Demonstrated ability to work as an effective and collaborative team member, including demonstration of a high level of professional and ethical behaviour.</li> <li>• Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organisation in both practice and culture.</li> <li>• Knowledge of safe and appropriate culturally centred practices for Aboriginal and/or Torres Strait Islander focused services, including employment of Aboriginal and/or Torres Strait Islander people.</li> <li>• Demonstrated understanding of social, physical, economical, and cultural strengths and challenges affecting Aboriginal communities and their ability to access adequate and quality services.</li> </ul> <p><b>Desirable:</b></p>

# Wathaurong Position Description



Selection Criteria
<ul style="list-style-type: none"> <li>• Identify as Aboriginal and/or Torres Strait Islander.</li> <li>• Diploma of Community Services</li> <li>• Demonstrated experience working with Aboriginal Community Controlled Organisations.</li> </ul>

Conditions of Employment
<ul style="list-style-type: none"> <li>• Must pass a National Police Record Check.</li> <li>• Must pass and hold a Working with Children’s Check throughout the period of employment.</li> <li>• Must hold current full Victorian Drivers Licence and provide a copy.</li> <li>• If the position is for a role specifically providing services that are billable to NDIS, Wathaurong requires a valid and current NDIS Worker Screening Check clearance.</li> <li>• Must provide evidence of COVID-19 vaccination or medical exemption.</li> <li>• All Wathaurong positions are subject to funding.</li> <li>• All Wathaurong staff are subject to an initial six-month probationary period.</li> <li>• Other terms and conditions are in line with the relevant award and Wathaurong internal policies.</li> </ul>

**Physical requirements & environmental conditions of the role**

The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible, Wathaurong will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles.

**A signed pre-existing condition declaration form is required to be completed prior to commencing in this role**

<b>Required activities / working environment</b>	<b>Frequency</b>
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Rarely
Driving, in & out of vehicles	Often
Lifting/moving equipment	Sometimes
Walking, climbing stairs, bending	Sometimes
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)</i>	Sometimes
Working outside in differing weather conditions	Rarely
Attending external locations including client homes	Often

# Wathaurong Position Description



## Wathaurong's Commitment to Safety

Wathaurong is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities.

## Application and Recruitment

Applications should consist of a current resume and a cover letter including responses to the Key Selection Criteria, submitted in Word or PDF format before the closing date.

Enquiries regarding the position should be directed to [HR@wathaurong.org.au](mailto:HR@wathaurong.org.au) or submitted directly to SEEK.

Applications for this position will close at Friday 7 October 2022.

Shortlisted candidates will be invited to attend an interview.

## Behavioural Expectations:

### All employees with Leadership responsibility are required to:

- Follow all specified Human Resource Policies & Procedures
- Manage employees in a consistent and transparent manner, setting clear targets & behavioural expectations
- Select the best candidate for the role, free from discrimination
- Conduct monthly supervision, One on One's for a minimum of 30 minutes
- Conduct formal performance appraisal with set KPI's and individual development plan by March each year and conduct a mid-year progress review in September
- Make decisions within your delegated authority and funding agreements
- Ensure all funding agreement reporting requirements are undertaken in a timely manner
- Effectively manage employee time & attendance and leave applications
- Consistently manage the performance of all team members to ensure equity in work allocation

## Key Performance Indicators:

- Operational procedures, workplans and practices are successfully implemented and managed to achieve internal and external Corporate Services Unit targets and outcomes.
- Deliverables are achieved and delivered within the approved budget.
- Role contributes to the safety and wellbeing of all employees and visitors to the Cooperative by reporting risks, hazards, and incidents and maintaining awareness of emergency procedures.
- Role ensures all staff have met reporting obligations of the funding agreements/activity statements listed above as well as any additional opened in period.
- Proactively manage all induction onboarding and cultural awareness training, conducted for new staff.

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## Key Performance Indicators:

- Proactively ensure all performance reviews, probationary periods, fortnightly one on one's, fixed term contracts, staff grievances and performance issues are managed, mitigated, or resolved appropriately in a timely manner in accordance with HR policy and procedure (appropriate escalation point).
- Staff and self, receive consistent and adequate individual coaching and leadership to successfully lead their teams to meet cultural requirements, targets, objectives, and funding requirements.
- Conduct two reviews annually with to ensure all compliance and probity checks are valid.
- Role develops appropriate and meaningful partnerships with organisational and community stakeholders that align with strategic goals and objectives and support the achievement of service delivery and funding program targets.

# Wathaurong Position Description



## Position Description Acceptance

**SIGNED** by the **Employee**:

I have read and understood the above and agree to carry out the duties listed in my Position Description.

.....

Name

Signature

Date