

POSITION DESCRIPTION

Position Title:	Support Coordinator
Department:	Disability Services
Reporting to:	Head of Disability Services
Location:	Head Office, 25 Barbara Street FAIRFIELD; and locations in the Fairfield LGA and Southwest Sydney
Award/Classification:	Social, Community, Home Care and Disability Services (SCHADS) Industry Award, commencing from Level 3 Pay Point 3
Salary:	\$ 77,500K per annum pro rata, plus 11.5% superannuation and benefits
Benefits:	<ul style="list-style-type: none"> ▪ Generous salary packaging, up to \$18.5K per annum ▪ 17.5% Leave Loading ▪ Two Gifted Days pro rata per annum ▪ Employee Assistance Program (free counseling and mental health support) ▪ Discounts and Perks on groceries, fuel, travel and more ▪ Career Development & Training ▪ Discounted Childcare services - 40% discount on out-of-pocket fees
Employment type:	Permanent Part-Time

ABOUT COMMUNITY FIRST STEP

Community First Step (CFS) is a not-for-profit, community-based organisation in Sydney's Southwest. The organisation was founded over 50 years ago by a group of residents who originally formed the Fairfield Community Council for Social Development - a forum for community development and action on social issues.

CFS currently employs over 90 staff from over 17 cultural backgrounds across Community, Children and Disability services.

Our Purpose	We help people find their place and forge a fair future.
Our Mission	Creating strong communities and fulfilling lives by disrupting the cycle of disadvantage in Fairfield and Great Western Sydney
Our Vision	Empowered, Inclusive, Resilient, Multicultural Communities.
Our Values	<ul style="list-style-type: none"> ▪ Grit: We stay dedicated to supporting our communities in achieving their goals and aspirations. ▪ Love: Love for humanity is at the heart of everything we do, treating every person with kindness, empathy, and respect. ▪ Excellence: We are continuously improving to achieve outstanding outcomes and impact for our communities. ▪ Equity: We ensure that every person has the support and resources they need to build a fulfilling life. ▪ Integrity: In everything we do, we are accountable, we are honest, we are responsible.

PRIMARY PURPOSE OF THE POSITION

Reporting to the Head of Disability Services (HDS), the Support Coordinator (SC) is responsible for ensuring capacity building support for disability clients in accordance with their individual plans, and within a specialist disability framework necessitated by specific high-level risks in a client's situation.

The support provided focuses on individual goals, is time limited, identifies and addresses barriers and reduces complexity in the support environment. It upholds principles of community inclusion, independence, decision making, and personal choice and assists clients to connect with appropriate supports and build capacity and resilience. Support may involve developing an intervention plan that is implemented by Disability Support Workers. The incumbent will be responsible for maintaining client relationships and ensuring that clients have opportunities to explore and connect with the community as well as other support options.

MAIN DUTIES AND RESPONSIBILITIES

- Assist participants, ensuring they understand their NDIS plan, how the NDIS works and their role as a Support Coordinator.
- Assess mainstream, community, informal and provider options, and choose preferred options or providers for CFS clients.
- Negotiate services to be provided and agreed prices, then advise the Disability Administrative Assistant to prepare service agreements and schedule bookings with preferred providers.
- Arrange for required assessments in order to determine the nature and type of funding required i.e. an assessment that determines the type of home modifications that may be needed.
- Determine the budget for each support type and advise relevant plan managers of the allocation of funds.
- Liaise with plan managers to establish the appropriate claim categories and attribute the correct amount of funding.
- Support participants to explore appropriate supports and services (Internal and external) and connect with community support and mainstream services.
- Establish and maintain links to mainstream or community services, including housing, education, transport, and health.
- Enhance each client's capacity to coordinate supports, self-direct and manage supports, participate in the community, and provide participants with ongoing assistance to:
- Resolve problems or issues that arise.
- Understand their responsibilities under service agreements.
- Change or end a service agreement.
- Assist participants to prepare for their plan review by helping them to:
 - Assess whether they achieved their goals.
 - Identify solutions to problems experienced in implementing the plan.
 - Consider new goals and more progressive goals.
- Help participants to decide what actions to take to achieve goals in relation to exploring housing options and life transition planning.
- In collaboration with the HDS, ensure compliance with staffing, funding, and reporting requirements.
- Ensure billable target hours are met for all clients and provide SC billable hours on a weekly basis to the Administration using the reporting template.
- Ensure client case notes are clearly and timely updated in the portal.

Work Health and Safety (WHS)

- Take all reasonable and practical steps to ensure the safety, health and welfare of oneself and all staff and clients in accordance with applicable legislation and relevant CFS' policies, procedures and guidelines.
- Intervene wherever unsafe work practices are observed and reports issues to the HDS as soon as practicable.
- In the event of a workplace accident, ensure that accident/injury reports are completed

within a specified timeframe, ideally 24 hours.

Professional Responsibilities

- At all times, demonstrate a commitment and adherence to the organisation's Code of Conduct, Mission, and Vision, and model these behaviours within the culture of the team.
- Demonstrate a commitment to professional development.
- Always uphold the reputation of the organisation by modelling professionalism consistent with organisational values and vision.
- Communicate clearly and always maintain professional boundaries with clients, staff, families, and community members.
- Act non-judgmentally, sensitively and with understanding towards others.
- Acknowledge and respect differences in personal beliefs and values.
- Undertake other duties consistent with the position when required and / or requested by the CEO / COO.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential criteria

- Relevant qualification i.e. Certificate IV/Diploma or Advanced Diploma in Disability, Mental Health, Welfare, Mental Health Peer Work etc.
- Sound knowledge of the National Disability Insurance Scheme (NDIS) Quality Standards and principles.
- Minimum 3 years' experience providing support coordination for people with complex needs.
- A current NDIS Worker Screening Check.
- A current Working with Children Check or willingness to obtain as soon as possible.
- Current First Aid and CPR certificates
- Valid Class C NSW Driver's License and vehicle
- A high level of communication skills with the capacity to work with culturally and linguistically diverse communities.

Knowledge, skills and attributes:

- Experience in implementing NDIS client plans.
- Experience working with challenging behaviours, personal care and domestic duties.
- Able to establish and maintain effective relationships with internal and external stakeholders.
- Demonstrates a commitment to Work Health and Safety and CFS' Cultural Diversity Principles.

KEY RELATIONSHIPS

Works under the supervision of the HDS and maintains appropriate, effective relationships with:

- Disability Support Workers
- External stakeholders e.g. Allied Health, Community organisations, clients' families/advocates and support networks.
- Relevant internal stakeholders.

EXTENT OF AUTHORITY

- Within the guidelines of the position description.
- Will have freedom to act within established guidelines and instructions from the HDS to contribute to attaining CFS goals.

WORKING CONDITIONS

- Working conditions are as per employment contract.
- All employees must adhere to and act in accordance with to all CFS policies, procedures and guidelines including but not limited to the:
 - Code of Conduct
 - Work Health and Safety

- Sexual Harassment and Victimisation
- Bullying
- Privacy and Confidentiality
- Professional Boundaries
- Feedback and Complaints
- On-line Access to Cyber Safety

OTHER REQUIREMENTS

- To be advised.

I have read and understood this position description (PD) and agree to comply with this PD. I understand that this PD will be reviewed and updated periodically.

Signed

Date

/ /

Please sign and return a copy of this PD to the People & Culture Team and keep a copy for your personal record.