



## Position description

Title of the role:	Senior Support Coordinator
Classification:	SCHADS Award Level 4
Schedule:	Schedule B
Program Area:	Consumer Directed Services
Reports to:	Manager, Consumer Directed Services
Last Revised:	May 2024

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## About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families, and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family, and the community

### Fairness:

- We believe everyone has the right to a equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

## Participation:

We promote participation and transform lives and communities  
We value the expertise and contribution of everyone we work with  
We build knowledge and lead conversations

## Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence, and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)

- Are underpinned by evidence-based best practice



### Position Summary

Consumer Directed Services (CDS) refers to services which are led by and funded by individual consumers. This includes services such as the National Disability Insurance Scheme (NDIS) services, Life Time Care, My Aged Care services & Community Care. These services provide support, care and access to services and technology for Australians with disabilities as well as their families and carers.

Wellways currently provides the following Support Categories as a registered provider:

- Assistance with Daily Life
- Transport
- Assistance with Social & Community Participation
- Coordination of Supports
- Improved Living Arrangements
- Increased Social and Community Participation
- Finding and Keeping a Job
- Improved Relationships
- Improved Health and Wellbeing
- Improved Learning
- Improved Life Choices
- Improved Daily Living Skills

As a Senior Support Coordinator, you will support your team of Support Coordinators to facilitate access to a variety of services for participants to support them to live a fulfilling and meaningful life in the community.

This position will also be working with various stakeholders which includes Government departments and agencies, families, and health professionals within the circle of participants.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Support NDIS Plan Implementation</b></p> <p>Provide line management and mentoring support to Support Coordinator to connect NDIS participants to supports and services in the community within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards to deliver NDIA services.</p>	<p>Direct Line Management of Support Coordinators to ensure high quality, safe, effective Support Coordination services delivered, including:</p> <ul style="list-style-type: none"> <li>• recruitment</li> <li>• on boarding</li> <li>• training</li> <li>• debriefing</li> <li>• supervision</li> <li>• mentoring</li> <li>• managing staffing lists and exiting outgoing staff</li> </ul> <p>In addition, the role is responsible for:</p> <ul style="list-style-type: none"> <li>• Delivering consistent growth in support coordination hours delivered each week ensuring service delivery is smooth and KPIs are met</li> <li>• Assisting with the development and review of Person-Centred Behaviour Support Plans, NDIS plans and review</li> <li>• Creating and maintaining an environment that empowers people with disabilities</li> <li>• Maintaining caseload in NDIS Specialist Support Coordination, ensuring role modelling of customer service, KPI hours delivered, compliance and administration</li> <li>• Ensuring that all operational and administrative requirements are completed including regular reporting and records maintenance</li> <li>• Liaising regularly with key internal stakeholders, including Support Coordinators, Team Coordinators, Leaders, and staff</li> <li>• Identifying key referral pathways into support coordination services and actively engage stakeholders to establish strong referral pathways and generate support coordination business for Wellways</li> </ul>
<p><b>Team Effectiveness</b></p> <p>Working as part of the team to provide exceptional service delivery to participants</p>	<ul style="list-style-type: none"> <li>• Working as part of the team based on an ethos of collaboration, co-operation, respect, and mutual support</li> <li>• Cooperating with all team members to ensure continuity of care and the provision of an exceptional service offer</li> <li>• Actively participating in team meeting, service planning sessions, Performance and Development and Review (PDR) as well as individual supervision and staff development activities</li> </ul>
<p><b>Maintain Quality</b></p> <p>Maintain a high level of program quality and drive continuous improvement</p>	<ul style="list-style-type: none"> <li>• Ensuring CDS operations in line with relevant legislative and/ or registration requirements, e.g.: the NDIS Quality and Safeguards Commission</li> <li>• Overseeing participant care quality, risk assessment and safety planning</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring NDIS operations in line with relevant Wellways policies and procedures</li> <li>• Managing incident escalation and staff support and response</li> <li>• Reporting all incidents and complaints in line with registration requirements and Wellways policies and procedures and within specified time frames</li> <li>• Maintaining safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>• Maintaining all relevant registrations and attain any required training</li> <li>• Actively engaging in processes of reflection, supervision and training</li> <li>• Coordinating participant/ family compliments and complaints</li> </ul>
<p><b>Organisational Alignment</b> Working with key stakeholders, supporting the achievement of organizational goals and the application of best practice frameworks</p>	<ul style="list-style-type: none"> <li>• Using established organisational systems and processes in line with Wellways policies and procedures</li> <li>• Supporting the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct</li> <li>• Fostering effective communication and maintaining positive relationships with internal and external stakeholders</li> <li>• Engaging in ongoing consultation and collaboration with participants, their families, and friends</li> <li>• Establishing and maintaining effective relationships with other organisations to ensure effective service delivery</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Degree in Social Work, Social Sciences, Psychology, Occupational Therapy or related discipline</li> <li>• NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate is mandatory prior to commencement: <a href="https://www.ndiscommission.gov.au/workers/support-for-workers/training-course">https://www.ndiscommission.gov.au/workers/support-for-workers/training-course</a></li> <li>• Current Driver’s Licence and the ability to undertake regular travel</li> <li>• Satisfactory Police Records Check</li> <li>• Working with Children’s Check – Blue Card</li> <li>• NDIS Workers Screening Check – Yellow Card</li> <li>• Child Safety and Personal History Screening Check (Licensed Care Service) – can be applied through Wellways as part of the onboarding process</li> <li>• Right to work within Australia</li> <li>• Appropriate IT Skills</li> <li>• Available to participate in out of hours activities, as required, to deliver on key role requirements and outcomes</li> <li>• COVID 19 Vaccination with Booster or valid medical exemption</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Certificate IV in Leadership and management or commensurate experience</li> <li>• Experience and skills working with people living with all disability and or mental health</li> <li>• Commitment to best practice</li> <li>• Understanding of the NDIS and service models</li> <li>• An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD, LGBTQIA+ and Indigenous backgrounds</li> <li>• Commitment to continuous improvement and evidence-based practice</li> <li>• Prior experience working within a Mental Health, Disability or Community Based organisations</li> <li>• Knowledge of mainstream and community supports within your area</li> </ul>

<p><b>Skills</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills with people from a variety of backgrounds, including people from CALD and Indigenous backgrounds.</li> <li>• Effective written communication, including the ability to maintain objective participant reports</li> <li>• Well-developed verbal and non-verbal communication skills, particularly in relation to engaging participants in their care plan</li> <li>• Ability to resolve communication issues in an appropriate manner.</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with participants, key stakeholders, and staff</li> <li>• Demonstrates empathy and treats all people with dignity and respect.</li> <li>• Flexible in the delivery of services based on NDIS support plans of the participant</li> <li>• Able to advocate effectively for participants, their families, and friends, based on their choices</li> <li>• Able to reflect on how one’s own emotions impact others and self-regulate</li> </ul> <p><b>Organising and planning</b></p> <ul style="list-style-type: none"> <li>• Able to prioritise competing demands and operate accordingly</li> <li>• Able to recognise barriers and find effective ways to navigate them</li> <li>• Ability to manage and deliver all KPS’s</li> </ul> <p><b>Self-Management</b></p> <ul style="list-style-type: none"> <li>• Understanding of, and adherence to, professional ethics and boundaries</li> <li>• Demonstrates self-reflective practice, able to identify areas for further professional or personal development, as well as actively participating in regular supervision</li> <li>• Capacity to manage self, including behaving in a professional manner and proactively seeking help when needed</li> <li>• Motivated, innovative, and able to work independently</li> </ul> <p><b>Computer</b></p> <ul style="list-style-type: none"> <li>• Competent in Microsoft Office Suite</li> <li>• Knowledge of data systems such as Carelink and an ability to maintain accurate and up to date records and interpret data</li> <li>• Effective data entry skills</li> </ul>
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## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: As applicable

Travel Percentage: The program worker will be required on occasion to use their private vehicle for work purposes. Usage will be reimbursed at the standard mileage rate.

On Call: n/a

Special Requirements: Adhere to flexible rostering arrangements

## Attachment 1

### Attachment 1

