

Position Description

Position:	Support Coordinator
Classification:	Full Time or Part Time - Ongoing
Award:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010
Probationary Period	6 Months
Hours & Days of Work:	As negotiated
Salary & Entitlements:	Level 5- As negotiated
Reporting Structure:	Report directly to the Senior Support Coordinator
Primary function:	To be responsible for establishing a positive collaborative relationship with the person and their support network, to assist the person in identifying their support requirements and to coordinate these supports to link with local communities, build skills, overcome barriers and achieve goals. You will have the responsibility to ensure the implementation of a person's plan and the achievement of their goals.

Specific Duties

1. Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate appropriate support and services, and connect with community support and mainstream services.
2. Ensure support coordination is completed as per the agreed work schedule and claims for payment are regularly lodged.
3. Identify, coordinate, manage and or facilitate a range of supports and support providers to meet identified needs.
4. Navigate, influence and negotiate with public sector and community based service systems for the delivery of appropriate supports in accordance with NDIS plans.
5. Ensure that support responses focus on participant goals and objectives.
6. Liaise with and report as required to NDIA in relation to NDIS participants and their plans.
7. Use local knowledge and sector expertise to increase opportunities for people to be connected in local communities.
8. Build NDIS participant and family capacity to understand and navigate service systems.
9. Provide expert advice and consultation to NDIS participants and their families on the changing NDIS environment.
10. Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects.
11. Deliver services and support with a high level of customer service.
12. Keep accurate and complete records of your work activities in accordance with legislative requirements.
13. Other tasks as required.

Experience

- Highly experienced in the development and leading of others to achieve a desired outcome
- Knowledge and understanding of the National Disability Insurance Scheme (NDIS) and experience in utilising a range of community based supports and methods to achieve client goals
- Effective management of complex situations/people and issue resolution with minimal support from management
- High standard and ability to articulate informative, factual and evidence based written reports
- Proficient use of IT systems and processes including Microsoft, Outlook, internet and email applications
- Ability to work independently and autonomously and set clear priorities for self and others
- Highly developed inter-personal skills that gain the cooperation of internal and external stakeholders

Skills

- **Communication:** Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in all communications. Writes accurate, clear and informative reports and communications that meet the needs of their intended audience.
- **Client Focus:** Follows through with commitments and demonstrates the ability to fully engage clients and provide a professional and ethical service at all times that promotes client choice and social and community inclusion.
- **Problem Solving:** Assist with resolution of clients/families and colleagues problems. Solving problems of moderate to complex difficulty using knowledge, judgement and work organisational skills acquired through qualifications and previous work experience.
- **Community and inter-agency relations:** Highly professional manner who works collaboratively with multiple stakeholders in formal and informal partnerships to achieve intended outcomes.
- **Professionalism and Time Management:** Observes the Code of conduct, manages time and uses tools effectively to assist with planning and organising tasks.

A drivers licence, satisfactory police check report, employee Working with Children Check and successful clearance from the Disability Workers Exclusion Scheme is required noting the ability to maintain confidentiality and privacy is essential.

Paul Lougheed
Chief Executive Officer
25th June 2020