



# Position Description

<b>Position Title:</b>	Support Coordinator	<b>Approval Date:</b>	October 2020
<b>Authorised By:</b>	CEO	<b>Review Date:</b>	October 2021

**Our Vision** People in our communities enjoy better and longer lives

**Our Role** We work in partnership with other health and wellbeing services to enhance the health of our communities in Whitehorse and Nillumbik by meeting additional needs that no one else does in the segments we service, whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

### Our Key Business Segments

- Helping people with a long term physical or mental health condition to live better
- Providing services and supports to people with disability
- Helping older people stay at home longer
- Providing integrated services and supports for children and youth
- Delivering public and private dental services
- Addressing the root causes of vulnerability

**Our People** People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

### POSITION OVERVIEW

<b>Job Purpose</b>	<p>The Support Coordinator supports participants to strengthen their ability to coordinate their supports, build their capacity to choose and control the supports they need to live an ordinary life and participate in, and as part of, the community. They work within the NDIS framework to provide support coordination to participants who have this item identified on their approved plan.</p> <p>Support Coordinators adopt a person-centred and family focused practice which facilitate choice and control so participants are able to achieve the goals and outcomes identified in their approved plan. They facilitate and coordinate the implementation of supports in participant’s plan including informal, funded, mainstream and community supports, ensuring all services are participant directed.</p>
<b>Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide support and information to participants and their families/carers which promote choice and facilitates their</li> </ul>

# Position Description

	<p>access to mainstream and/or disability specific supports within their communities.</p> <ul style="list-style-type: none"> <li>• Provide support to participants and their families/carers to implement, coordinate, monitor and review their approved plan. This may include Specialist Support Coordination if appropriate qualifications and experience allow this by mutual agreement.</li> <li>• Research, coordinate and manage a range of supports to suit individual needs across multiple providers.</li> <li>• Continually seek opportunities for participants and their families/carers to build their capacity that will enable greater levels of independence.</li> <li>• Maintain accurate and up-to-date participant records which comply with internal and external reporting requirements.</li> <li>• Provide information and support to participants and their families/carers to monitor the use of their funds, work within the funding levels associated with each participant and continually track and monitor billable hours. Provide evidence required that supports delivered, in accordance with the participants approved plan, resulting in outcomes that the participant and their families/carers aspired to have achieved.</li> </ul>
<p><b>Qualifications</b></p>	<p>Degree or Diploma in Health, Welfare, Social Work, Community Development, Disability Studies or equivalent.</p>
<p><b>Skills and Experience</b></p>	<p>Demonstrated understanding of the Disability sector with relevant and recent experience.</p> <ol style="list-style-type: none"> <li><b>1. Communication</b> <ul style="list-style-type: none"> <li>• Excellent written and verbal communication.</li> <li>• Ability to listen and understand the needs of participants, carers and stakeholders.</li> <li>• Ability to establish and utilise networks appropriately.</li> <li>• Willingness to share information appropriately and within privacy guidelines.</li> <li>• An ability to negotiate responsibly and responsively.</li> </ul> </li> <li><b>2. Teamwork</b> <ul style="list-style-type: none"> <li>• A non-discriminatory ability to work with people, irrespective of age, gender, race, religion or political persuasion.</li> <li>• A commitment to inclusion and valuing difference and diversity</li> <li>• An ability to work independently and within a team</li> <li>• To work collaboratively within a team, identifying others strengths to support your role.</li> </ul> </li> <li><b>3. Problem Solving</b> <ul style="list-style-type: none"> <li>• Demonstrated independence and initiative in</li> </ul> </li> </ol>

# Position Description

	<p>identifying problems and solving them.</p> <ul style="list-style-type: none"> <li>• Ability to resolve complex participant and family concerns.</li> <li>• Contribute to solving problems within a team.</li> <li>• Ability to present options for resolving problems.</li> </ul> <p><b>4. Self-management</b></p> <ul style="list-style-type: none"> <li>• To take responsibility for self and have a personal vision and goals.</li> <li>• An ability to evaluate and monitor own performance.</li> <li>• Demonstrated confidence in own ideas and visions.</li> <li>• Demonstrated resilience and adaptability.</li> </ul> <p><b>5. Planning and Organisation</b></p> <ul style="list-style-type: none"> <li>• Ability to manage own time and priorities, including setting timelines, coordinating tasks for self and others, where appropriate.</li> <li>• Ability to take initiative and make appropriate decisions.</li> <li>• To be resourceful.</li> <li>• Establish clear goals and deliverables with participants and their families.</li> <li>• Actively participate in continuous quality improvement and planning processes.</li> <li>• Understand basic business systems and their relationships- eg strategic planning and operational planning.</li> <li>• Work within a defined/fee-for-service system.</li> </ul> <p><b>6. Technology</b></p> <ul style="list-style-type: none"> <li>• Demonstrated intermediate competence with the use of Microsoft Office products.</li> <li>• Ability to apply IT as a tool.</li> <li>• Demonstrated competence with the use of client management information systems</li> <li>• A willingness and ability to learn new IT skills</li> </ul> <p><b>7. Learning</b></p> <ul style="list-style-type: none"> <li>• Contribute to learning opportunities within the work place.</li> <li>• Take responsibility for managing own learning.</li> <li>• Be prepared to invest time and effort into learning new skills.</li> <li>• Regularly participate in formal individual and group supervision.</li> </ul> <p><b>8. Initiative and Enterprise</b></p> <ul style="list-style-type: none"> <li>• An ability to adapt to change.</li> <li>• Be able to translate ideas into action.</li> </ul>
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	<ul style="list-style-type: none"> <li>Promote awareness and an understanding of the National Disability Insurance Scheme to clients and colleagues</li> </ul>	
<b>Key Selection Criteria</b>		
<b>Mandatory</b>	<ul style="list-style-type: none"> <li>Demonstrated detailed understanding of the disability sector.</li> <li>A demonstrated commitment and ability to apply a person centred/family sensitive approach to working with individuals, children, young people, adults and their families.</li> <li>An extensive knowledge of appropriate networks.</li> <li>Understanding of the Disability Act 2006, Disability Standards, Quality Framework and the National Disability Insurance Scheme</li> </ul>	
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Experience in coordination of supports to people living with disabilities.</li> <li>An understanding and knowledge of the issues/impacts faced by people with disabilities that includes the complexities associated with CALD communities</li> </ul>	
<b>KPIs/Performance Goals</b>	<ul style="list-style-type: none"> <li>All approved support coordination hours are billed in accordance with the individuals NDIS support plans.</li> <li>All hours of support coordination provided are monitored, recorded and accounted for.</li> <li>NDIS participants service agreements in place for all Support Coordination participants.</li> <li>A range of options is provided to participants to select from to achieve the outcomes in their NDIS support plan.</li> <li>Ensure all goals identified in the participants NDIS plan are implemented, where practicable.</li> <li>All Participant NDIS support plans are reviewed as required.</li> <li>Participants are satisfied with the support coordination provided by healthAbility</li> </ul>	
<b>Service/Program</b>	Support Coordination	
<b>Reports</b>	<b>Job reports to ...</b>	<b>Direct reports ...</b>
	Program Manager, Disability Supports	Nil
<b>Award/EBA</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017	

# Position Description

<b>Classification</b>	Dependent upon experience and qualifications
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<b>Terms and Conditions</b>	<p><b>Status</b></p> <p>Full time <input checked="" type="checkbox"/></p> <p>Part time <input checked="" type="checkbox"/></p> <p>Casual <input type="checkbox"/></p> <p>Volunteer <input type="checkbox"/></p> <p><b>Length of Term</b> <u>12 months</u></p> <p><b>EFT</b> <u>0.8 – 1.0 EFT</u></p>
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**Requirements:**

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific checks (such as Disability Worker Exclusion Scheme checks) will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver’s Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisation’s sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.



# Position Specification

## MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

WWCC	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
NDIS	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Statutory Declaration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Credentials/Registration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Other \_\_\_\_\_

## EMPLOYEE DECLARATION

- i. I acknowledge that I have read and understood the requirements of the position as detailed above.
- ii. Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition?    Yes        No   

If yes, please provide details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

**Signed (employee):** \_\_\_\_\_

**Date:** \_\_\_\_\_