**POSITION DESCRIPTION:**

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| **Position title:** | NDIS Support Coordinator |
| **Status:** | Part-time or Full-time |
| **Location:** | Bendigo or Mildura |
| **Classification level:** | SACS Level 4 |
| **Award** | Social, Community, Home Care and Disability Services Industry Award 2010 |
| **Reporting to:** | NDIS Support Coordination Team Leader |
| **Date Approved:** | July 2022 |

# WORKING ENVIRONMENT

### Code of Conduct

All employees must abide by the Organisational Code of Conduct.

### Occupational Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations occupational health and safety policies and procedures.

### Performance Review:

A Performance Review will be conducted using the Organisations Performance Management Process.

# POSITION SUMMARY

The primary purpose of the Support Coordinator is to provide non-clinical care and practical support to eligible individuals with a NDIS Plan to strengthen their abilities to coordinate and implement supports and participate more fully in the community.

The position supports the strategic objectives of Lifely and the NDIS by supporting participants to access the best services and supports to achieve their goals.

# POSITION OBJECTIVES

1. Support participants to connect with the relevant resources and suitable providers
2. Support participants to establish contact with resources and providers to facilitate choice and control resulting in the establishment of service agreements and outcomes
3. Accept or reject referrals from NDIA for Support Coordination in accordance with Lifely business rules, current capacity and strategic objectives
4. Maintain accurate and up to date records of all participant contacts and support provided
5. Research and keep updated on providers and services in the local community

# LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the employee is working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to take overall responsibility for the training, co‑ordinating and supervising other employees and scheduling work programmes; and assisting in liaison and co-ordination with other services and programmes whilst assisting in interpretation of matters for which there are no clearly established practices and procedures although this will be undertaken under general guidance of the employee’s immediate supervisor.

# SUPERVISION

An employee at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

An employee at this level may be required to supervise lower classified employees or volunteers in their day-to-day work.

# KEY TASKS AND DUTIES *(including Key Performance Indicators)*

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| **Key Responsibilities** *(the following description of responsibilities is not exhaustive and may include others as directed from time to time)* | |
| **Service Delivery** | * Support to identify and implement supports in the plan including informal, mainstream and community as well as funded supports; * Coordinate reports and service agreements; * Capture any data required by the NDIA and Lifely * Identify strategies and solutions for managing risks such as aging carer, sustaining informal supports, sustainability of housing; * Assist in identification of and seeking of relevant assessments and associated service design for participants with risk behaviours and behaviour of concern; * Support the participant through identifying and selecting providers, monitoring plan outcomes and plan expenditure; * Strengthen and enhance the participant’s abilities to self-direct their own supports and participate in the community; * Ensure / identify mainstream services to meet their obligations (housing, education, justice, health); * Provide NDIA with reports on outcomes and success indicators within the agreed reporting frequency; * Record all tasks and times (daily) provided to participant on the Lifely database and NDIA Portal (claiming and billing). |
| **Governance,**  **Compliance and**  **Quality** | * Compliance with Lifely policies, procedures, professional standards and ethics. * Keep up-to-date with changes in the NDIS and other relevant government policies and legislation, to ensure compliance within your area of responsibility. * Commitment to continuous quality improvement and accreditation processes. * Identify and implement improvements in operational processes and procedures to enhance program functions. * Maintain confidentiality at all times, in all matters in relation to Lifely and participants of Lifely. |
| **People and Culture** | * Participate in regular team meetings to discuss participant progress, issues and planning. * Participate in regular formal supervision and annual performance review. * Participate in training and development relevant to the role. * Actively develop and maintain supportive relationships with all staff. |
| **Finance** | * When incurring expenses on behalf of Lifely ensure this falls within budgetary guidelines. * Ensure accuracy of client contracts, quotes and expenditure in line with Lifely business rules and NDIA Price Guide (which changes from time to time). * Submit plan and costed proposals for all events/activities, which will incur expenses for prior approval. |
| **Work Health and Safety** | * Perform duties to work in accordance with the Occupational Health and Safety Act and Lifely Occupational Health and Safety Policy. * Communicate hazards in the workplace with workplace Health & Safety representatives and your supervisor. * Lifely takes a zero tolerance to bullying and harassment. All reports will be treated seriously. Support will be provided to the reporter and disciplinary action may result for the perpetrator. |
| **Risk Management** | * Identify and evaluate risks in line with organizational procedures to mitigate risks and contribute to a safe environment for staff, service users and the community. |
| **Human Rights and Equal Opportunity** | * Compliance with the Victorian Charter of Human Rights and Responsibilities and the Equal Opportunity Act. |
| **Organisational** | * Develop and maintain effective relationships with key stakeholders. * Champion the purpose, values and principals of Lifely in all aspects of your work. * Actively promote Lifely services and programs within the broader community. * Liaise with other community organisations and services to achieve maximum benefit for participants. |

*Key Performance Indicators*

1. Ensure all compliance requirements of the NDIA and Lifely business rules are completed within the designated timeframes;
2. Demonstrate high quality person centred reporting for 8 week and 9 month reports required by the NDIA for support coordinated participants within designated timeframes;
3. Maintain an average of 80% of support coordinator hours worked billable to participants plans;
4. Market/network the Lifely organization and support coordination services to participants, carers/families, government agencies, mainstream services and other providers.

# OTHER REQUIREMENTS

* Approved working with children clearance as per state requirements.
* Approved NDIS Worker Screening Clearance
* Proof of Australian Citizenship or eligibility to work (Visa).
* A current Victorian Driver’s License

# SELECTION CRITERIA

**Essential**

1. Demonstrated high level skills and ability to engage and work with participants with a disability, family members and service providers to identify solutions, empower and build capacity;
2. Demonstrated understanding of, and commitment to person centred practice with excellent customer service outcomes;
3. Experience liaising with external service providers such as GPs and other community-based mainstream services and organisations;
4. Proven experience in developing productive networks and working relationships;
5. Ability to prioritise work, manage time and meet deadlines independently;
6. Extensive experience in all Microsoft Office programs including Word, Excel, Outlook, data base / CMS (client management systems navigation and data entry;
7. Demonstrated ability to adapt to and champion change;
8. Demonstrated values and commitment in alignment with Lifely values and purpose;
9. Demonstrated ability to work within a diverse team environment.

**Desirable**

1. Working knowledge of the NDIS; its principles and aims;
2. Tertiary qualification in Disability Services, Social Services, related fields or equivalent experience - 5 years;
3. Prior experience in providing professional and flexible assistance to individuals with disabilities;
4. Professional familiarity with Loddon-based services within each of the locations.

# SIGNATURES

**Signed for and on behalf of the Organisation:**

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| Name: |  | Signature: |  |
| Position: |  | Date: |  |

**The Employee:**

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

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| Name: |  | Signature: |  |
| Position: |  | Date: |  |