



POSITION DESCRIPTION:

Position title:	Participant Support Coordinator
Status:	Full-time
Location:	Bendigo
Classification level:	SACS Level 4
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Reporting to:	Direct Support Team Leader
Date Approved:	July 2024

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.

PURPOSE OF THE POSITION

1. To facilitate and coordinate activities to work toward achieving the goals outlined in participant NDIS Plans;
2. To provide exceptional customer service to participants and families;
3. To maintain professional connection with the Community Support Workers & ensure they're strongly supported; and
4. To make a positive and proactive contribution to the program team and Lifely team overall.

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)*

Key Responsibilities *(the following description of responsibilities is not exhaustive and may include others as directed from time to time)*

Service Delivery	<ul style="list-style-type: none"> • Implement and coordinate programs following person-centered principles with clear, demonstrated outcomes. • Collaborate effectively with colleagues and the community to achieve outcomes directed by and planned by participants. • Proactively establish and strengthen community networks. • Adhere to all Lifely work flowcharts, processes, and instructions. • Ensure Community Support Workers are well-briefed and supported to excel in their roles. • Manage client documentation, including plans, progress notes, finances, and outcomes, electronically and promptly in accordance with procedures. • Provide timely progress and status reports, including client and service data, to management as required. • Maintain meticulous attention to detail at all times. • Conduct and record regular face-to-face participant check-ins as per organisational procedure. • Complete registration updates according to the organisational procedure. • Coordinate group programs as directed by the Supervisor. • Ensure the viability of programs with support from the Supervisor. • Maintain participant files following organisational procedures. • Build and establish an appropriate support team around each participant. • Ensure accurate and up-to-date rostering in collaboration with the rostering team.
Governance, Compliance and Quality	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. • Conduct training and supervision sessions with direct support staff in accordance with organisational procedures.
Finance	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Compliance with the Victorian Charter of Human Rights and Responsibilities and the Equal Opportunity Act.
Organisational	<ul style="list-style-type: none"> • 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

Refer to HR004-03 Key Performance Indicators



Participant Support Coordinator

SELECTION CRITERIA

Essential

1. Working knowledge of NDIS principles and processes.
2. Demonstrated high level customer service experience delivering excellent outcome focussed support within a person centred, self-directed approach
3. High level of interpersonal and organisational skills and the ability to use initiative.
4. High level verbal and written communication
5. Manage a demanding workload in a busy and rapidly expanding and changing environment.
6. Rapid and accurate response times and the ability to multi task effectively
7. Well-developed documentation skills as they pertain to timely client file notes and program reports.
8. High-level competency with electronic systems including client management system software, Microsoft Word, Microsoft Excel, databases and e-mail.

Desirable

1. Demonstrated experience and capacity to relate positively with children and adults with a disability.
2. Qualification and or equivalent experience in a similar position or transferrable skills
3. Ability to provide accurate effective on the job support and leadership to Community Support Workers.
4. Creative approaches to challenges and problem solving.
5. Experience working with people from indigenous and culturally and linguistically diverse backgrounds

OTHER REQUIREMENTS

- Proof of Eligibility to work in Australia
- Approved NDIS Worker Screening Clearance
- Approved Working with Children Clearance as per state requirements.
- NDIS Worker Orientation Module Certificate
- COVID-19 Vaccination Booster Certificate
- A current Victorian driver's licence

SIGNATURES

Signed for and on behalf of the Organisation:

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.

Name: _____ Signature: _____



Lifely

Participant Support Coordinator

Position:

Date:
