

<b>Position Title</b>	Support Coordinator
<b>Classification / Award</b>	Social, Community, Home Care and Disability Award 2010
<b>Employment Status</b>	
<b>Hours of work</b>	
<b>Location</b>	
<b>Probation Period</b>	6 months
<b>Supervisor / Manager</b>	CEO
<b>Accountability / Authority</b>	

### Position Scope

The Support Coordinator is responsible for supporting a case load of NDIS participants to implement all the supports within their NDIS plan including informal, mainstream and community as well as funded supports.

This position is responsible to provide each of their participants assistance to strengthen their ability to coordinate their own supports, provide NDIS information, support participants to build capacity to achieve greater independence and provide the NDIA reports on outcomes and success indicators within the agreed reporting frequency.

### Key Responsibilities and Duties

- Work with participants to achieve their goals in line with their NDIS plan.
- Assist participants and their families to understand and utilise their NDIS funding to implement supports within their plan to achieve their goals.
- Continually seek opportunities to build capacity of participants and their families enabling greater levels of independence.
- Implement, monitor and review the effectiveness of individual supports and negotiate supports as agreed and funded and as appropriate.
- Empower participants to exercise choice and control to access a range of supports by identifying opportunities – formal, informal and community based.
- Liaise and work collaboratively with key stakeholders to establish the mutual goal of coordinating service delivery and developing effective linkages relevant to the achievement of the participants NDIS goals.
- Continually gather and document relevant information about participants from other services for the development of evidence-based reports and updates
- Maintain accurate and up to date progress notes and participant files.
- Good working knowledge of the NDIS systems and practices.
- Ability to write clear, concise and informative reports.
- Engage with NDIA staff and LAC's.
- Maintain privacy and confidentiality on all issues that relate to the organisation, service users and colleagues.
- Knowledge of Occupational Health and Safety requirements and responsibilities of the employer and employee.
- Be committed to continual personal and professional development to reflect the changing needs of the role and industry requirements.
- Attend all mandatory staff meetings.
- Regularly review services to ensure customer satisfaction.

## Core competencies, attributes and capabilities

### Computer skills

- Working knowledge of MS Outlook, MS Office (including Word, Excel)
- The ability to learn new computer programs including Careview and Proda.

### Leadership and Management

- Works under supervision but able to use own initiative within the Menzies Support Service's policy and procedure framework.
- Demonstrates a commitment to ongoing professional development.
- Well-developed time management and organisational skills.

### Interpersonal skills

- Demonstrate a positive, enthusiastic approach.
- Well developed communication skills including the ability to liaise with service users/family members/, community support workers/colleagues and other health professionals.
- Commitment to working from an empowerment perspective, promoting service user's independence, skill development and self advocacy.
- Professional approach to work.

### Qualifications and Experience

- Certificate IV Disability or higher and/or equivalent experience

### Key Performance Indicators

1. Develop and maintain stakeholder relationships including with LAC's, Plan managers and other service providers.
2. Maintain participant records in Careview, Proda and MSS Server.
3. Report monthly on billable hours and case load.
4. Provide 3 month and 9-month reports to participants and NDIA.
5. Maintain effective billable hours to support service sustainability and financial viability and report monthly.
6. Participate in NDIS audit and other audits as required.

### Special Requirements

- All staff are required to undergo a National Police Check and three yearly renewals
- All staff are subject to and will be vetted against the NDIS screening check.
- All staff must possess a current Working with Children Check (WWCC). It is the responsibility of the individual staff member to notify the Department of Justice when they change employers.
- Staff are required to notify their employer immediately of any changes that may affect their Police Records, WWCC or NDIS screening check status.
- A current Victorian Drivers licence is required. Loss of licence or any licence infringement must be reported by the staff member to their employer immediately.
- All staff are required to complete a pre-existing injury or illness declaration.
- All staff are required to sign a confidentiality agreement on appointment.