**Position Description**

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| **Position Title:** | SUPPORT COORDINATOR |
| **Employment Status** | Fixed Term Part Time |
| **Classification** | *Social, Community, Home Care and Disability Services Award 2010 (SCHCADS Award)*. Level 4  Salary Packaging available |
| **Location:** | STAR Office – Cleveland |
| **Reporting to:** | Care Services Manager |
| **Scope of Position:** | The National Disability Insurance Scheme (NDIS) supports people with a permanent and significant disability that affects their ability to take part in everyday activities and gives people more choice and control over how, when and where those supports are provided.  The NDIS Support Coordinator will be responsible for establishing a positive collaborative relationship with the person and their support network and assist the person to identify, link with and coordinate support to link with local communities, build skills, overcome barriers and achieve goals.  You will have the responsibility to ensure the implementation of person's plans and the achievement of their goals. The NDIS Support Coordinator will need to have a strong understanding of the NDIS and the role of an NDIS Support Coordinator, and will be required to support people who have coordination of support in their plans to access supports more effectively. |

**Staff Directly Supervised:**  Nil

**The Job**: **Major Responsibilities:**

* Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate appropriate support and services, and connect with community support and mainstream services.
* Ensure support coordination is completed as per the agreed work schedule and claims for payment are regularly lodged.
* Identify, coordinate, manage and or facilitate a range of supports and support providers to meet identified needs.
* Navigate, influence and negotiate with public sector and community based service systems for the delivery of appropriate supports in accordance with NDIS plans.
* Ensure that support responses focus on participant goals and objectives.
* Liaise with and report as required to NDIA in relation to NDIS participants and their plans.
* Use local knowledge and sector expertise to increase opportunities for people with a lived experience of a mental health issue to be connected in local communities.
* Build NDIS participant and family capacity to understand and navigate service systems.
* Provide expert advice and consultation to NDIS participants and their families on the changing NDIS environment.
* Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects.
* Deliver services and support with a high level of customer service.
* Keep accurate and complete records of your work activities in accordance with legislative requirements.
* Support NDIS participants, families and carers to develop resilience and skills in the NDIS participant’s network.

**The Person – Knowledge & Skills:**

To be successful in this role, you are required to:

* Be proficient with technology and have a workable knowledge of databases.
* Be able to effectively utilise NDIS packages by using their knowledge of the NDIS, the service system, being assertive, and ‘making things happen’.
* Think creatively to solve problems.
* Have excellent time management and delegation skills.
* Have excellent communication skills, including advocacy and report writing skills.
* Apply sound working knowledge of recovery-oriented practice.

**The Person – Qualifications & Experience**

* Bachelor Degree in a related discipline **and;**
* Blue Card, Yellow Card and Police Check Mandatory.

**The Person – Personal Attributes and Qualities:**

* Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
* Work independently, and as part of a team.
* Be people focused and work in partnership.
* Value diversity and be respectful at all times.
* Be committed to professional and ethical conduct.

**Key Selection Criteria:**

* Successful experience in coordinating responsive, individualised support to participants with complex needs and their families.
* Demonstrated skill in establishing empowering and supportive partnerships with participants and their families with complex needs.
* A commitment to person centred and family centred practice and maximising the opportunities and support of participants with disabilities and their families within their local communities.
* A sound understanding of relevant legislation, NDIS procedural guidelines and the full range of community services that may be required by participants.
* A commitment to work within the NDIS policy and funding framework.
* Demonstrated commitment to promoting a cooperative and cohesive team. 8. Demonstrated skill in researching information and developing effective and innovative support options.
* Demonstrated capacity to work efficiently and to complete administrative tasks.
* Demonstrated commitment to liaising effectively and working in partnership with all stakeholders.
* Highly developed written and verbal communication and negotiation skills.
* High standards of ethical and professional behaviour.

**Performance Appraisal:** A Performance appraisal meeting will be undertaken annually by the Office manager. A Self-Assessment template will be completed by the Staff member and a Performance Review document completed by the Office manager, both to be discussed at the Performance Appraisal meeting.

**Acknowledgement by Employee:**

The employee understands the role as defined, and acknowledges their suitability to fulfil the role, unless advised otherwise.

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