

Position Description

Instruction for Managers

1. Give a copy of Position Description with letter of offer.
2. Copy signed Position Description for the Staff Member.
3. Update the Staff File Manager.
4. Place the signed copy on the staff file.

Instruction for Staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This may change with the Business.
5. Keep the Manager informed if changes occur.

Position Title *Support Coordinator*

MISSION STATEMENT / CORE BUSINESS STATEMENT

A community where people with disabilities and their families are able to achieve their goals and live the life they choose. Aspire works alongside people with disabilities and their families to achieve their goals and aspirations.

<i>Position Details</i>	
Reporting to	Support Coordination Team Leader
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Pay Level	TBC
Employment Status	Permanent Full Time or Part Time
Liases with internally	All Aspire Staff
Liases with externally	<ul style="list-style-type: none"> • Families and customers • Other Disability and Community Service Providers • Government agencies
Purpose of the Position	<p>A Support Coordinator is responsible to support Customers to understand and implement the funded supports in their NDIS plan and link Customers to community, mainstream and other government services. A Support Coordinator will focus on supporting a customer to build skills and direct their life as well as connect Customers to providers.</p> <p>A Support Coordinator is responsible to assist Customers to negotiate with providers about what they will offer the Customer and how much it will cost out of their NDIS plan. A Support Coordinator will ensure service agreements and service bookings are completed, and will help build a Customer's ability to exercise choice and control, to coordinate supports and access their local community.</p> <p>A Support Coordinator is responsible to assist Customers in planning ahead to prepare for their NDIS plan review, and also has to ensure a Customers' NDIS plan is optimised in order for the Customer to receive the best possible support.</p>

Selection Criteria	
Essential Criteria	<ul style="list-style-type: none"> Successful experience in coordinating responsive, individualised support to Customers with complex needs and their families Demonstrated skill in establishing empowering and supportive partnerships with Customers and their families with complex needs A commitment to person centred and family centred practice and maximising the opportunities and support of Customers 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 Customers A commitment to work within the NDIS policy and funding framework Demonstrated commitment to implementing Aspire's policies and programs under the direction of the Team Leader, and a high level of accountability Demonstrated commitment to promoting a cooperative and cohesive team 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. Ability to work with MS Office Suite Current driver's licence NSW and VIC Working with Children Check Ability to pass Disability Worker Exclusion Scheme Successful completion of a Police Check
Desirable Criteria	<ul style="list-style-type: none"> Formal qualification or background in Allied Health (Occupational Therapy, Education, Speech Therapy, Physiotherapy)
Behaviours Required	<ul style="list-style-type: none"> Self-motivated and enthusiastic Good communicator Ability to multi-task Ability to show empathy and compassion Innovated and strategic thinking Applies a strengths-based approach Honesty and Integrity
Strategic Core Requirements	
Key Performance Indicators	<p style="text-align: center;">Customer Relationships</p> <ul style="list-style-type: none"> Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relating to

		<p>sensitive issues.</p> <ul style="list-style-type: none"> Assists with building and maintaining positive relationships with stakeholders.
	Leadership and teamwork	<ul style="list-style-type: none"> Participate as an effective team member Supports other team members, sharing knowledge and information Participates in professional team meetings Plans and schedules own work independently Monitors progress against work plans and required outcomes and takes appropriate corrective action
	Communication	<ul style="list-style-type: none"> Effectively handles complex, sensitive issues and collaborates with other work areas Uses positive engaging techniques and adapts own style to needs of other person Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner Has a network of relevant contacts in other work areas
	Personal accountability	<ul style="list-style-type: none"> Ensures adherence to organisation policies and procedures and all relevant government legislation and relevant standards Recommends changes to procedures and quality standards that may impact across other work areas Analyses and mitigates risk Adopts a professional approach to personal accountability
	Innovation	<ul style="list-style-type: none"> Identifies opportunities for innovation Adopts a creative and resourceful approach Takes personal responsibility for continuous improvement and quality in own work Solves most problems in own work and participates in wider problem identification and resolution tasks Applies improvement processes

Functional Requirements		
	Workplace Health & Safety	<ul style="list-style-type: none"> • Contribute to and maintain a positive safe workplace • Ensure all reporting is up to date and investigations follow up • Maintain competencies in regards to emergency situations 100% • Ensure risk assessments are completed • Ensure that all reasonable steps are taken to protect personal safety at work 100% of the time • Comply with any and all relevant PPE requirements
	Organisational Values	<ul style="list-style-type: none"> • Respects the individual 100% of the time. <ul style="list-style-type: none"> ➢ Acknowledges strengths and abilities of all people ➢ Accepts differences and diversity ➢ Is non-judgemental • Understanding and responsiveness provided to individual needs 100% of the time. <ul style="list-style-type: none"> ➢ Listens to our clients, staff and the community ➢ Takes a person centred approach to their work ➢ Is adaptive and flexible • Integrity and trust exhibited 100% of the time. <ul style="list-style-type: none"> ➢ Operates with transparency and is accountable for their decisions and actions ➢ Upholds privacy and confidentiality ➢ Follows through on our commitments ➢ Maximises safety through policies and practice – Innovation and flexibility in practice 100% of the time. <ul style="list-style-type: none"> ➢ Is open to new ideas and creativity ➢ Seeks input from all stakeholders ➢ Maintains awareness of trends and evidence based practice – Quality and professionalism on display 100% of the time. <ul style="list-style-type: none"> ➢ Puts in place and implements systems to ensure the quality of all services and fostering of continuous improvement

		<ul style="list-style-type: none"> ➤ Undertakes and responds to rigorous risk assessment Ensures staff have the skills and values to fulfil our mission
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For the Job

Position Responsibilities and Duties	Measurable Outcomes
<p>Service Delivery</p> <ul style="list-style-type: none"> • Manage your own time, set priorities, plan and organise work own quality work to achieve specific objectives • Conduct a needs assessment with the Customer, based on their NDIS goals and the level of service defined in the NDIA plan • Manage portfolio of customers and assist other team members as needed • Supporting customer to understand their NDIS plan, goals and objectives. • Maintain a continuous improvement culture and be efficient in the delivery of our business strategies. • Assist customers to strengthen their capacity to establish networks, maintain support services, linkages and relationships • Assist customers to converse/communicate with NDIA when required to support their own plan requirements. 	<ul style="list-style-type: none"> • <i>Supports and services are delivered in an accurate and timely manner; service recipients are actively contributing to decisions, are kept up to date and assisted to resolve any issues.</i> • <i>Case load reflect required numbers and any changes are reported and rectified in a timely manner.</i> • <i>High quality in electronic file management and electronic file entries is maintained and available for use</i> • <i>Customers have early support and preventative strategies identified as evidenced by changes recommended to Plans and/or cessation of support coordinator management within their plan.</i>
<p>Relationship Management</p> <ul style="list-style-type: none"> • Build service recipient capacity to manage own funding package. • Work with external service providers and suppliers to ensure maximum value for money achieved. • Implement strategies to ensure seamless communication across the organisation. • Provide proactive and effective customer communication and build relationships and capacity with providers and service recipient/families • Work within the funding level associated with each customer, continually track and monitor billable hours 	<ul style="list-style-type: none"> • <i>Establish and foster effective working relationships with external organisations, Local Area Co-ordinator (LAC), National Disability Insurance scheme (NDIS) , and other relevant providers to achieve optimal outcomes for service recipient</i> • <i>Team effectiveness, as observed by peers and Managers in team meetings.</i> • <i>Shares knowledge formally and informally with team members and others</i> • <i>Customer has a support network delivering on goals and agreed outcomes</i>

Position Responsibilities and Duties	Measurable Outcomes
<p>Administration and or Reporting</p> <ul style="list-style-type: none"> • To strive for solutions that proactively manage the balance between customer service risks and maximising customer outcomes • Full compliance with National disability standards • Documentation, reporting and communication of key information is maintained • Maintain complete case notes and other records in the relevant systems and maintain accurate records of hours of support provided to substantiate NDIS claiming • Provide to the NDIA timely and relevant progress reports reflecting progress towards achieving plan goals, and recommendations about the appropriate type of support required in the next plan and reasons for this • Provide services and maintain written program documentation as outlined in the service agreement and standards guidelines, consistent with the Disability Act and the NDIS Act • Service provision is billed in a timely manner to ensure revenue flow achieves budget 	<ul style="list-style-type: none"> • <i>Revenue targets are met to achieve budget;</i> • <i>Support needs, reports, outcome documentation and plan reviews are scheduled and completed;</i> • • <i>Audits show compliance with expected standards and requirements;</i> • <i>Ensure effective decision making to minimize business risk.</i>
<p>Commitment to Workplace Responsibilities</p> <ul style="list-style-type: none"> • Understand and practice according to the organisations mission, objectives, core values and strategies • Demonstrate through practice an understanding of all relevant external legislation and internal policies and procedures that relate to this position and the organisation • Demonstrate leadership, participate in and contribute to quality improvement programs and other organisational activities to meet relevant program and service standards • Participate in mandatory and other appropriate staff training and development programs • Work as part of a team • Assist to maintain a positive environment • Promote a positive image of the service to the general public • Dress appropriately for the type of work at hand and not be offensive to others • Comply to and work in accordance with the Aspire Support Services Ltd. Code of Conduct • Provide any constructive feedback to management when relevant and necessary • Perform any other reasonable tasks that may arise from time to time due to the changes in the position 	<ul style="list-style-type: none"> • <i>Compliance with the Code of Conduct and external legislation</i> • <i>Effectively performs all necessary tasks</i>



I, hereby understand the requirements of the Support Coordinator position and will fulfil the obligations required of the tasks, responsibilities and needs of Aspire. I understand the Support Coordination tasks and are in addition to my substantive Aspire role.

Name _____

Date_____

Approved by:	Technical officer: Specialist Services Manager	Delegated authority: Human Resource Business Partner	Ver: 4	Updated: 13 August 2020
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