

Position Description

Job Title:	Coordinator of Supports / Support Coordinator
Job Description:	<p>The NDIS Workforce Capability Framework describes this role as part of Additional Capabilities for services funded under the NDIS. It applies to NDIS Support Coordinators.</p> <p>The Support Coordinator Support coordinators play an important part in safeguarding a participant's wellbeing.</p> <p>Support coordinators will often be the first to become aware of any concerns about the quality and safety of a participant's supports and services.</p> <p>Support coordinators will assist participants in 'optimising' their plan, ensuring that they get the most out of funded supports.</p>
Type of Employment:	<i>[Full time / Part Time / Casual]</i>
Report to:	<i>Sherman</i>
Location:	<i>Unit 17 20 Ponting Street, Williamstown VIC 3016</i>
Main Duties / Responsibilities:	<p>Work Practices</p> <p>The Support Coordinator will:</p> <ul style="list-style-type: none"> • Connect participants with relevant services and supports • Help participants negotiate your service agreements • Set up appointment bookings • Help participants to understand and make the most of their NDIS plan • Manage challenges in your support environment such as access to education, health or justice services • Reduce barriers that are preventing participants from implementing or using your NDIS plan as intended • Help build capacity • Provide support to strengthen a participant's ability to design and build their support, emphasising linking a broader support system across the delivery of a complex service environment. • focus on supporting participants to direct their lives, not just their services, e.g. crisis and resilience development • Apply a time-limited outcomes-focused manner with stakeholders.

- Assist participants in connecting with NDIS supports, negotiating solutions with multiple stakeholders, and building their capacity and resilience.
- Assist participants in developing knowledge, experience and connections with their community and broader systems of support.
- Work with the participant to assist them in understanding plan funding and its purpose.
- Identify and understand participant confidence and skills assist participants in deciding what they want from services.
- Develop and design support solutions to meet participant outcomes.
- Assist the participant to identify and consider support options and linking the participant to the broader systems of supports.
- Where practical, create a support and action plan to facilitate participant plan implementation.
- Assist in resolving points of crisis and developing capacity and resilience within the participant's network.
- Coach the participant through challenges.
- Assist participants in preparing for the review and reporting of their achieved outcomes.

Model and reinforce values in organisational culture and practice

Support Coordinators will:

- model and reinforce values in organisational culture and practice
- reflect and uphold the NDIS principles and values in behaviour and way of working.
- ensure that workers understand and demonstrate good practice based on NDIS principles, as described in the NDIS Workforce Capability Framework
- support and reinforce a work culture that promotes mutual respect and zero tolerance of any behaviour or circumstance that does not uphold participant rights
- engage with and learn from people with lived experience as colleagues, experts and advisers.
- look for opportunities to recruit and develop people with lived experience and diverse identities and cultural backgrounds, representative of the communities being supported
- Support and reinforce a culture that is interested in, responsive to and supportive of diversity and inclusion.

Promote quality through consistent good practice

Support Coordinators will:

- provide opportunities for workers to receive and provide feedback, refine skills and knowledge, and think about how their values, biases, assumptions and attitudes influence their practice.
- provide workers with current best practice examples, models, tools, practice leadership and coaching and resources relevant to participant needs, culture and circumstances
- encourage workers to monitor and report meaningful participant outcomes and understand pre-and co-requisite conditions required to achieve positive outcomes.
- ensure that workers know about and can access resources and advice they need to support participants such as specialists and mainstream supports relevant to cultural, religious and social identity needs and preferences

Support health and manage risk

Support Coordinators will:

- identify participants (individuals and cohorts), situations, or circumstances that are vulnerable to heightened risk and support workers to understand and manage risks appropriately
- support and encourage workers to identify and report early and current indicators of discrimination, exploitation, neglect, abuse or violence
- ensure that workers understand their role and responsibilities in supporting participants to keep themselves safe and healthy, including accessing routine health screenings and preventative health care
- ensure that workers understand the principles behind the use of restrictive practices as a method a registered practitioner may prescribe when providing support, and identify and report the unauthorised use of restrictive practices
- ensure that workers know who to contact and what to do in the event of an incident, crisis or emergency.
- ensure workers understand their responsibilities and can support participants in exercising their rights, including providing feedback and lodging a formal complaint

- build workers' capability to support positive risk-taking and work alongside participants to implement individual safeguards that enable choice and manage risks.
- Assist support workers to identify, assess and manage workplace safety risks for participants, themselves and others in line with organisational policy.

Foster and develop a capable workforce

Support Coordinator will:

- ensure workers are well-matched to meet participant needs and preferences.
- use the Framework to check that workers have the capabilities needed for their roles and their work
- identify where workplace characteristics or situations, such as high workforce turnover or shift changeovers, present heightened risk to the quality of support and develop ways to minimise risk
- provide opportunities for workers to reflect on their practice, debrief about challenging situations or events, and share learnings with supervisors, peers and experts, including people with lived experience
- provide regular, timely feedback on work performance and arrange for workers to access training, development and ongoing learning relevant to their role, interests and career aspirations
- pursue opportunities for self-learning and development such as reflecting on your approach to practice, maintaining and developing professional networks and refreshing knowledge of the current practice.
- Recognise the challenges faced by workers, be alert to signs of burnout, and support them in managing their well-being and self-care.

Qualifications/ Requirements:

- NDIS awareness, particularly concerning support coordination and the importance of choice and control for participants;
- Social Work/ DE or other allied health (disability experience) (Not necessary but desired)
- Current Worker Screening approval (Director is a risk-assessed role)
- New Worker – NDIS Induction Module

Experience:

Support Coordinators experience will vary, but the following are preferred:

	<ul style="list-style-type: none"> • Experience working within the United Nations Convention on the Rights of Persons with Disabilities and other relevant declarations, conventions and protections for participant cohorts. • Experience working within NDIS principles and related legislative and regulatory mechanisms, responsibilities, rules and processes. • Experience working with NDIS Practice Standards and related guidance, including the Positive Behaviour Support Capability Framework. • Current and emerging best practice models and frameworks in disability and related services. • Working with participant groups who may be more vulnerable to heightened risk and strategies to remove or reduce risk. • Working in situations or circumstances that may present heightened risks, for example, services delivered in segregated or closed settings.
<p>Skills:</p>	<p>Preferred skills include:</p> <ul style="list-style-type: none"> • Providing advice and consultation by making phone calls to participants, families and external service providers; • Preparing comprehensive reports in conjunction with relevant stakeholders; • Liaising with colleagues and discussing service options for participants; • Performing Support Coordination to assist participants in implementing their NDIS plan; • Coordinating services in participants' NDIS plans, including the management of complex multi-disciplinary teams • Communication – Collaborate with all stakeholders to keep them informed • Apply active listening at all times • Interpersonal skills • Project management skills – Coordination of services with multiple stakeholders • Time management • Excellent verbal and written communication skills. • Excellent critical thinking and organisational skills. • Ability to build rapport and trust with stakeholders. • Ability to problem-solve • Strong time management and ability to prioritise. • Excellent knowledge of MS Office and other basic computer programs.

- Ability to work as part of a team and maintain good working relationships.