

## Position Description

<b>Position Title</b>	<b>Support Coordinator</b>
<b>Position Reports to</b>	Executive Manager Customer Experience & Quality
<b>Position Leads</b>	NIL
<b>Location</b>	29 Learmonth St, Alfredton 3350
<b>Employment Type</b>	Full-Time – 12 month contract
<b>Last Updated</b>	January 2020

### Why are we here?

**Purpose:** We work with people to create a life that works for them.

**Our Vision:** To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

### How do we do this?



### What is your purpose?

A Support Coordinator supports NDIS Participants by providing high quality support coordination to people with a disability by:

- Assisting Participants and their families/carers to navigate the NDIS
- Supporting Participants to achieve their goals
- Connecting NDIS participants with informal, mainstream and funded supports.
- Building capacity within Participants and their families/carers to become as self-sufficient as possible in regards to the NDIS, coordinating their supports and achieving their goals.

### How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide support and information to participants and their families/carers to build capacity and progress their goals</li> <li>• Provide support to participants and their families/carers to implement, coordinate, monitor and review their approved plan.</li> <li>• Research and coordinate a range of informal, mainstream and funded supports to suit individual needs.</li> <li>• Build the capacity of participants and their families/carers to manage their own NDIS plans</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide information and support to participants and their families/carers to monitor the use of their funds,</li> <li>• Work within the funding levels of each participant's plan and ensure sufficient billable hours as agreed between the Executive Manager Customer Experience &amp; Quality and the Support Coordination team</li> <li>• Develop internal and external reports regarding support coordination as required.</li> <li>• To be responsible for other tasks assigned from time to time by the Executive Manager Customer Experience &amp; Quality or the CEO.</li> </ul>
<b>Employee Experience and Collaboration</b>	<ul style="list-style-type: none"> <li>• Champion McCallum's code of conduct and values, acting in accordance with our policies and procedures at all times.</li> <li>• Develop and maintain effective relationships with key stakeholders.</li> <li>• Be an active member of the Support Coordination team, providing input and support into the implementation and achievement of our Support Coordination strategy and outcomes.</li> </ul>
<b>Self-care and professional development</b>	<ul style="list-style-type: none"> <li>• Participate in feedback meetings with the Executive Manager – Customer Experience and Quality if required.</li> <li>• Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored</li> <li>• Identify and seek appropriate resources to support your own health and wellbeing</li> <li>• Participate in wider McCallum projects and initiatives as required.</li> </ul>

### What do I need to be a success? (Attributes)

- Our customers and supported employees are at the centre of everything that you do
- Quality, safety and risk management is paramount will not be compromised.
- You achieve results. You are focused, work to a plan and deliver.
- You meet your individual billable hour targets as agreed between the Executive Manager Customer Experience & Quality and the Support Coordination team.
- You use clear, tailored, appropriate communication and use a variety of methods to share information.
- You keep detailed, accurate records and thorough reports/communications are delivered relevant to different stakeholders
- You build and maintain relationships with your colleagues, customers and stakeholders.
- You are team player that actively participates in decision making and team development and champions supportive, values driven work environment.
- You contribute to the McCallum Support Coordination team purpose of "Bringing NDIS Participants Plans to life"
- You work within NDIS principles and rules, particularly as they relate to the provision of Support Coordination

## Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check**
- **Right to Work in Australia; and**
- **Current Drivers License.**

### Essential

- Experience in working with adults and/or children with disabilities and their families/carers.
- Well-developed communication (both verbal and written) skills with the capacity to prepare clear and accurate reports and correspondence appropriate to the purpose and audience.
- Well-developed interpersonal and negotiation skills with the capacity to liaise effectively with a broad range of people and organisations.
- Well-developed financial mathematical skills
- Sound knowledge of MS office products – MS Word, Excel and Outlook. Confident utilising information technology.
- Competence in dealing with reporting systems and client records
- Capacity to monitor service provision within budgetary requirements, and contribute to the budget development process.
- High degree of sensitivity in regards to confidentiality and impartiality in delivering services.
- High level work organisation skills, with the ability to manage time effectively and prioritise tasks.
- The ability to work independently and also cooperatively as a member of a team.
- High level of problem-solving skills with the ability to work efficiently under pressure.
- An understanding of quality systems and processes
- Knowledge of the NDIS Act 2013, Disability Act 2006 and other relevant legislation
- Knowledge of the current trends in service delivery to people with a disability and particularly as it relates to the NDIS

### Desirable

- A qualification in a relevant discipline.
- Understanding of the disability service environment in Ballarat and surrounding districts.
- Experience as a Support Coordinator, Local Area Coordinator and/or NDIS Planner

### Approval:

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CEO Signature: \_\_\_\_\_ Date: \_\_\_\_\_