

Position Description

Support Coordination

Award Classification:	SACS
Branch/Team:	Allied Health and Community Services
Reports to:	Team Leader Support Coordination.
Direct Reports:	Nil
Employment Status:	Full Time
Employment Type:	Fixed Term

Our vision is ensuring the health and wellbeing of our community.

Excellence	Integrity	Compassion	Respect	Professionalism
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Role Description

Support Coordination is responsible for supporting an NDIS participants to implement all the supports within their NDIS plan including informal, mainstream and community, as well as funded supports. They will support the participant to strengthen their ability to coordinate their own supports and participant in the community. They will ensure mainstream services meet their obligations for example housing, education, justice and health. They support the participant to build capacity to achieve greater independence to self-direct their own services and supports in the longer term. They provide the NDIA reports on outcomes and success indicators within the agreed reporting frequency.

Roles Key Accountabilities

Service Delivery:

- Assist the participant understand the supports in their plan, access and use the participant portal, search for contact and select providers.
- Ensure participant in informed about service provider feedback processes and how to request a change of support coordinator if needed.
- Support the development of service agreements, bookings referrals for assessments. Support urgent equipment within the plan parameters.
- Assist the participant to increase their ability to access their local community and build capacity to achieve greater independence by enhancing their ability to coordinate their supports and resolve points of crisis.
- Prepare the participant to think about their next plan and review their goals by evaluating their current supports. As well as exploring new supports.
- Support the participant and their network to understand how to participant in the NDIS processes, such as establishing agreements with service providers, managing budgets flexibility, and setting and refining goals, objectives and strategies.
- Ensure that participants have genuine choice and control of service providers.

- Support participants to build capacity to address issues or barriers in accessing service provision within existing funding supports in the first instance.
- Where a participant experiences a change in circumstances the support coordinator will support the participant (where required) to notify NDIA of this change of circumstance. Where this change cannot be managed within the current funded support or through connection to mainstream or community supports the participant is supported (where required) to submit a request for their plan to be reviewed.

Individual client services:

- Commitment to the human rights of people with disability and the principles of participation and inclusion
- Demonstrated experience in Client Directed Care environment with planning, support and case co-ordination facilitation. This would include people with disabilities, mental health and other significant support needs.
- Co-design individualised plans and source support programs with participants, carers and relevant stakeholders that will meet the agreed outcomes of their (costed) care plan.
- Support a coordinated approach by working with a range of stakeholders to improve health and wellbeing outcomes as agreed with participant
- Provide feedback to other service providers as outlined in Service Agreements.
- Ensure participant file documentation supports the standards for documentation and the quality improvement requirements within the agency
- Work with staff, clients, carers and other stakeholders to minimise the potential for "Failure to Attend" clinical appointments

Reporting and service development

- Plan, develop, implement and assess services in partnership with other team members
- Regularly participate in designated meetings
- Maintain regular, timely and accurate statistical input into relevant client databases
- Lead quality improvement processes, ensuring the right service for the right client at the right time
- Liaise with external partners as appropriate
- Support financially sustainable and viable business approaches to delivering services
- Identify opportunities for innovation and business development or improvement

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews

- Actively participate in training and promote all required training, inductions and development.
- Actively participant team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of the care and services
- Identify risks as they emerge and proactively addressed new and known risks.

This position description contains the key tasks and associated performance indicators for this position. The list of key tasks is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation

DPV Health Requirements

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| • Current Victorian Drivers Licence | • Valid Working With Children Check |
| • Disability Worker exclusion scheme clearance | • Satisfactory Policy Check |
| • Travel between sites is required | |

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- Tertiary degree in Social work or social sciences, health or other relevant professional field.
- Post graduate qualifications in a relevant field – desirable

Desirable:

- Community language preferred
- Proved experience in complex case management within the disability field.
- Competent computer skills

Experience, Experience & Skills

- Contemporary knowledge of current Commonwealth and State Legislature and Service Standards and Guidelines including overarching understanding of NDIS
- Extensive experience working in a community setting including work with CALD, vulnerable clients and those with a disability
- Extensive experience in the application of mandatory reporting and vulnerable children's principles and practices in a clinical setting
- A demonstrated ability to drive and implement change.
- Demonstrated knowledge of Client Directed Care principles and frameworks
- Knowledge of community support services
- Proven experience in writing clear, concise and informative reports
- Work independently and respond to a rapidly changing work environment
- Demonstrated "can do" attitude
- Problem solve, be solution focussed and display innovation in work practice
- Manage time, resources, tasks and competing priorities
- Communicate with a diverse range of audiences in an informative, engaging and persuasive manner
- Excellent communication skills including an ability to work within an inter-professional framework and collegiate manner
- Understand client needs and provide an excellent service
- Make decisions and escalate when required
- Negotiate and influence

PERFORMANCE INDICATORS

<i>Essential Requirements – the standards required for effective performance</i>	<i>Measurement of Performance – the measures for evaluating performance</i>
<ol style="list-style-type: none"> 1. Undertake duties and responsibilities as outlined in the position description 2. Satisfactory completion of roles and goals allocated in the annual team business plan 3. Achievement of service delivery, financial and performance targets as outlined in Annual Work Plan 4. Delivery of high quality care 	<ol style="list-style-type: none"> 1. Annual goal review indicates duties and responsibilities carried out 2. To be identified as per goal setting and review 3. Targets and goals achieved 4. Annual client feedback, achievement of QICSA or other quality requirements of position.