

Position Description

Position Title:	Support Coordinator
Team/Division:	NDIS Support Coordinator
Employment type:	Full-time
Classification/ Award:	Victorian Disability Services (NGO) Agreement 2019 & 2023 - Band 3, Pay Point 1, Level 1
Reports to:	Team Leader

<p>Organisation</p> <p>Christie Centre Inc is an NDIS registered disability provider offering individual, group and employment support for individuals with a disability through various services, based on individual interests and needs with transition pathways for life long personal development within the Loddon Mallee region (centrally located in Mildura).</p>

<p>Position Purpose</p> <p>To provide high quality Support Coordination for NDIS participants who have complex and multiple disabilities and facilitate the implementation of all supports identified in a participant's plan. The role is focused on strengthening a participant's ability to navigate the NDIS and empower participants to access and co-ordinate supports to enable each person to participate in their community of choice. The Support Coordinator plays an integral role in the development and achievement of a participant's goals to maximise opportunity and independence.</p>

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| <p>Roles and Responsibilities</p> <ul style="list-style-type: none"> • To manage a caseload that comprises people with a disability, purchasers, their families and networks who present with a variety of needs or service requests, in accordance with relevant legislation and specified within professional practice guidelines. • Understand the environment in which the participant is living and be able to respond to and resolve, crisis circumstances that impact on the participants' ability to achieve their goals. • High level knowledge and skills in coordination of supports to assist people with a disability in their community or in their home. • Excellent Understanding of the Disability Act 2006 and the National Disability Insurance Act 2013 and understanding of the policies and procedures generally associated with the provision of Disability Support Services • Assist participants to connect to and engage with, informal and mainstream funded supports which will assist the participant to achieve their goals • Understand the different levels of Support Coordination with each individual you support (Support Connection, Coordination of Supports, Specialist Support Coordination |
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- Work within the funding levels associated with each client (continually track and monitor billable hours)
- Develop and record progress of goals for clients that are specific, measurable, achievable, relevant and time limited (SMART)
- Continually gather and document relevant information about participants from other services for the development of evidence-based reports and updates
- To support individuals to navigate the service system and explore a range of service options available to them within their community.
- To implement, monitor, and review the effectiveness of an individual supports and negotiate supports as agreed/funded and/or as appropriate.
- Manage your own time, set priorities, plan and organise your own quality work to achieve specific objectives
- Empower participants to exercise choice and control to access a range of formal and informal mainstream and community-based support, by identifying opportunities for innovative service delivery
- Continually seek opportunities to build the capacity of clients and their families enabling greater levels of independence
- Ensure that management are immediately informed of any participant and/or staff issues that arise and ensure appropriate reporting mechanisms have been followed
- Liaise and work collaboratively with key stakeholders to establish a mutual goal of coordinating service delivery and developing effective linkages relevant to the achievement of the individuals NDIS goals
- Ability to effectively manage complex multi- disciplinary teams and services in the coordination of a participants plan
- Coordinate external meetings with clients, significant others and providers and follow up any outstanding actions in a timely manner

Key selection criteria & desirable qualifications and experience

1. Relevant qualification in; Disability, Individual Support, Community Services or substantial demonstrated experience.
2. Comprehensive knowledge of human rights based approaches and person centred principles.
3. Well developed written and verbal communication skills.
4. Demonstrated skills in time management, coordination of tasks and efficient work practices.
5. Cultural understanding reflective of the community
6. Demonstrated skills in financial management in the areas of billable hours and budgeting.

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7. NDIS worker screening check and current police check.
8. Working with Children check.
9. Ability to work with minimal supervision.
10. Demonstrated ability to build and maintain strong community connections and relationships with participants and/or families/carers and service providers,
11. Demonstrated ability to be able to understand the NDIS price guide and flexibility within budgets, NDIS legislation and NDIS rules and regulations.
12. Current drivers license

Health, Safety, Wellbeing & Quality

- Comply with Christie Centre Inc. Health, Safety and Wellbeing (HSW) and Quality Assurance Management Systems, including statutory obligations;
- Initiate actions to prevent the occurrence of non-conformities in processes or systems;
- Identify, initiate, recommend and assist in the issue resolution process;
- Verify and confirm the effective implementation of said solutions;
- Ensure prompt reporting of all incidents or near misses in accordance with procedures;
- Strive to constantly improve the processes and systems; and
- Promote a positive HSW culture in the workplace.

Terms and conditions of employment

- Full time – 38 hours per week.
- Location: Mildura
- Position is office based with flexibility to work from home on occasion as negotiated
- A 6 month probationary period applies.

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ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

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Date

WITNESSED BY

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Name

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Position

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Signature

.....
Date

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