

Role Description – Support Coordinator

- Role Title:** Support Coordinator
- Role Type:** Permanent Part-time Office Based Administration
- Location:** Bega NSW
- Supervisor:** Quality Manager, or their representative

Responsibilities:

Person Centred Service Delivery

- Work collaboratively with new and existing clients to implement their NDIS Plans, supporting client choice and control in assessing and connecting with Services to achieve plan goals.
- Provide ongoing Support Coordination, Plan Management services and coordinate Service Access and Service Continuity.
- Facilitate on-going liaisons with clients and/or advocates and internal and external services to review client satisfaction, and to follow-up on agreed and outstanding actions.
- Provide on-going information updates, support and professional opinion to clients and their advocates regarding NDIS environment changes.
Build on clients and their advocates capacity to understand and navigate service systems.

Networking and Professional Development

- Establish, develop and maintain effective professional working relationships with internal staff, local disability sector and mainstream services, NDIS staff, Local Area Coordinators, Ability Linkers and other Support Coordinators and Plan Managers.
- Maintain up to date knowledge of the NDIS practices and systems including the NDIS Portal. Identify role related professional development opportunities.

Sustainability and Accountability

- Coordinate accurate and efficient fortnightly invoicing for all NDIS funded clients, and ensure rejections are analysed and resolved.
- Regularly monitor NDIS funding expenditure and support clients and internal services to remain informed about funding balances and the potential effects.
- Facilitate ongoing evaluation of service delivery by recommending and implementing agreed continuous improvement initiatives to support long term growth and sustainability.
- Manage time, set priorities, plan and organise quality work to achieve specific objectives, and keep accurate and complete records to evidence work activities.
- Responsibility for coordinating CIMS Data Entry, audits and Help Desk.
- Identify and report on risks or incidents with potential to impact on the organisations reputation and accountability.

Performance Goals: *(Performance and Development Plan to be developed in consultation)*

- *Regularly contributes to monthly reports on all listed responsibilities to the Quality Manager.*
- *Regularly completes action plan tasks and achieves agreed outcomes.*
- *Actively participates in the client services team, supports peers, and contributes to management team goals projects and initiatives.*
- *Consistently demonstrates behaviours aligned with the organisation's stated values.*

Qualifications:

- Tertiary or Diploma qualification in Community Services or related field.

Experience:

- Minimum 3 years' experience working with people with disability in a similar role and/or working for a community service organisation in a similar role.

Key Skills

- Excellent customer service skills
- Excellent interpersonal, communication and advocacy skills reflecting Tulgeen's Core Values.
- Excellent disability and/or community services sector knowledge
- Skills in the provision of person centred services to assist people with a disability to access support to achieve their goals.
- Proficient in using Microsoft Applications and data management systems.
- Current knowledge of the role and responsibilities of Support Coordination and Plan Management under the NDIS.
- Ability to respond to challenging situations or people, and resolve conflicts with mutually agreed outcomes.
- Ability to write factual and evidence based reports, evaluate service delivery and contribute to continuous improvement outcomes.
- Ability to work with internal and external service providers.

Application of Skills Knowledge and Experience

Leadership

Respectfully leads coaches and motivates others toward services support outcomes.
Champions Quality and Continuous Improvement and the Organisation's values.

Risk Management

Reports on compliance and role related operational risks.

Organisation Relationships

Reports directly to the Quality Manager.
Actively and effectively participates in management and team meetings.

Community & Commercial Environment

Maintains current knowledge of role related industry compliance and reporting requirements.
Engages professionally with relevant external organisations.

Written Communication

Provides accurate, succinct written information to meet the needs of the intended audience.

United Vision

Champions the Organisation's values. Understands own role in achieving the organisations purpose.
Celebrates others achievements towards success.

Team Dynamics

Works collaboratively to support productive, positive working relationships.
Shares information, and contributes effectively to team discussions and meetings.

Complaints & Continuous improvement

In collaboration with managers, implements systems for managing complaints and feedback to review and improve services performance, and deliver continuous improvement outcomes.

Technology

Uses technology and software applications effectively to meet role responsibilities.
Supports the use of new technology and develops skills to master new technologies.

Work Health and Safety

Ensures safety of self and others by reporting WHS risks and hazards in the workplace.

The Person:

The NDIS Support Coordinator is a multi-skilled, adaptable person with experience in providing flexible, person centered services within the scope of NDIS participant plans.

The NDIS Support Coordinator has integrity reflecting the organisation's Core Values, and works well with others to achieve team and organisational goals.

Respectful

Champions sensitivity and respect for all.
Collaborates effectively with a diverse workforce.

Committed

Dedicated to social justice, inclusion and the organisation's values.
Demonstrates a commitment to fulfilling the role to the best of their ability.

Accountable

Effectively coordinates workloads and performance to achieve role performance goals.
Ensures role related reporting, safety, financial and operational accountabilities are met.

Innovative

Models a resourceful and adaptable approach. Applies creative skills to meet challenges.
Participates effectively in the resolution of complex group challenges.

Enterprising

Contributes effectively to improved ways of working, demonstrating initiative and enterprise.
Supports others to work more effectively, developing team and organisational performance.

Time efficient

Prioritises work and delegates appropriately. Demonstrates an understanding of organisational, team and individual priorities to ensure that key role requirements are met.

Interpersonal

Demonstrates self and social awareness, active listening, empathy and respect in all communications.

Ethical

Complies with and promotes the Tulgeen Code of Conduct.
Models and expects stated values, preferred behaviours, professional boundaries and standards.

Responsible

Takes responsibility for positive and negative work outcomes. Enacts authority as defined for the role.

Role Description Framework:

Responsibilities, expectations and authorities for this role have been established in-line with disability industry capability framework systems.

Remuneration Range: \$33.60 to \$38.20/hr.

Tenure: Permanent Part-Time employment contract following probationary success (12 wks).

End Document