

Position Description



INCUMBENT:

POSITION: Support Coordinator

REPORTS TO: Manager - Plan & Connect

LOCATION: Wodonga, Wangaratta

HOURS: 3 days per week

WORK DAYS: Monday – Friday (flexible)

CLASSIFICATION: SCHADS Modern Award 4-5

1. POSITION CONTEXT:

Plan & Connect is the NDIS business arm of Regional Disability Advocacy Service (RDAS). RDAS provides independent, free and local advocacy type services providing a voice and empowerment to people with all types of disability and all ages, living in North East Victoria and Southern parts of New South Wales including the Riverina. Plan & Connect assist people within the NDIS with support coordination and plan management services, these are the only two services provided, therefore Plan & Connect are independent from other support services to ensure choice and control over the services a participant chooses to engage with.

2. PURPOSE AND FUNCTION:

This role is instrumental in supporting National Disability Insurance Scheme (NDIS) participants to have choice and control over the services they are receiving. The Support Coordinator will work closely with participants and their families to provide independent and local services and assist them to:

Understand their NDIS plan; identify and choose service providers and services which will help them to achieve their goals; connect with and participate in the community; and develop capacity building skills to increase the person’s ability for self-management.

The Support Coordinator will work with adults, young people and children with a range of disabilities, and their families and carers across our service delivery regions – helping them to make the most of their NDIS plan, and to achieve their goals.

This position will assist people to navigate the process of seeking appropriate services to meet their support needs.

Support coordination is a capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports.

3. MAIN DUTIES AND RESPONSIBILITIES:

Provide intake role including:

- Promote Plan and Connect to potential new clients.
- Develop good working relationships with participants and their families and service providers,
- Provide training to participants on how to access the portal and utilise their support budgets to achieve their goals.
- Provide timely information and/or referral to appropriate support services to support the participant.
- Maintain client records on a client management system and the NDIS provider portal.
- Maintain comprehensive information on relevant local, regional, state wide and national services.

The Support coordinator strengthens and enhances the participant's capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to:

- choosing preferred services and/or providers;
- negotiate services and prices as part of any quotable supports
- develop service agreements and create service bookings with preferred providers
- arrange any assessments required to support the participant in reaching their goals.
- Discuss the budget for each support type with the participant and advise any relevant plan manager of the breakdown of funds

- liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds
- link to mainstream or community services (i.e. housing, education, transport, health) if there are no informal or formal supports available to assist.
- resolve problems or issues that arise with participants and their service providers
- Assist the participant and service providers to understand their responsibilities under service agreements
- change or end a service agreement

Support coordinators also undertake preparation skills for the next plan including:

- assisting the participant to get ready for their plan review and attend the meeting, if requested to do so,
- request assessment reports and quotes from allied health and support services
- assess whether they achieved their goals and got value for money for their plan
- identify solutions to problems experienced in implementing the plan
- develop new goals with the participant for the next plan
- write reports in a timely manner for NDIA

Co-ordination and Administration

- In conjunction with the Manager, develop and implement a personal work plan.
- Work co-operatively with volunteers, students and paid staff.
- Provide up-to-date information to the team regarding intakes and workloads.
- Meet regularly with the Manager for supervision, planning and support.
- Undertake clerical type duties relevant to the position.

4. COMPETENCIES:

- Able to work independently under general direction of the Manager.
- Able to exercise initiative and judgment within the guidelines as set out in support coordinators Practice Manual and the policy and procedures manuals.
- Able to manage own workload including setting priorities and meeting outcomes set out in work plan.
- Have an understanding and commitment to the rights of people with disabilities and the role of support coordinator within the disability service system.
- Demonstrated ability to communicate with people on a range of levels and in different ways.
- Efficient computer skills including the use of Word, Outlook, Excel and client management system.

5. PHYSICAL DEMANDS & WORK ENVIRONMENT:

- Be able to sit at a workstation for an extended period of time.
- Demonstrated ability to travel throughout the region.

6. SELECTION CRITERIA:

- **Have an understanding of disability service sector, legislation and standards:** Rights of people with disabilities; role of support coordinator within the disability service system including the NDIS; understanding of the needs of people with disabilities and their families/carers.
- **Qualifications and experience:** Tertiary qualifications or equivalent work experience in relevant field of community welfare, disability studies, social welfare or other appropriate qualification, and/or relevant experience.
- **Current driver's licence:** or other demonstrated means of conducting the duties of the position throughout a large region.

- **Highly developed communication skills:** Effectively able to communicate with a range of people, writing skills, capacity to negotiate and work effectively with a range of individuals and agencies.
- **Computer skills:** Competent in using a client management system (CMS) including entering client information and subtracting data. Able to use Microsoft Office including Word, Excel and Outlook.
- **Commitment to provide services to a diverse range of people:** Including people from Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander Groups, LGBTI and financially disadvantaged.
- **Team member:** Ability to contribute as a team member and complete specific tasks asked of you by other team members.

7. HEALTH AND SAFETY:

All workers have a legal duty to take care to protect their own health and safety and to avoid adversely affecting the health and safety of any other person.

In line with Section 28 of the WHS Act 2011 - Duties of workers.

While at work, a worker must:

- a) take reasonable care for his or her own health and safety; and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

8. OTHER RELEVANT INFORMATION:

- An innate element of the position requires the person to work on a one to one basis with vulnerable people including children. It is a requirement that the incumbent has a current National Police Check and NSW or Victorian Working With Children Check (RDAS will arrange if the successful applicant does not have these certificates).
- The position will be located at Wodonga, with travel to areas in Southern New South Wales and North East Victoria.
- Some out-of-hours work and travel will be required.
- RDAS owned motor vehicles are normally available for work-related travel. There may be times when staff are asked to use their own vehicles.
- RDAS is an equal opportunity employer.
- RDAS has a smoke-free workplace policy