

Staff Position Description

Support Coordinator	
Incumbent	
About Plan and Connect	
<p>Plan & Connect is a 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.</p> <p>Plan & Connect assist people with support coordination and plan management funding within their National Disability Insurance Scheme (NDIS) plans. 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.</p>	
About the position	
<p>This role will assist participants to have choice and control over the services they are receiving. The Support Coordinator will work closely with participants and their families to ensure they have access to a range of local services.</p>	
Classification	SCHADS Award – level 4 -5
Hours per week	Up to 4 days per week
Days per week	Flexible
Location	Wangaratta / Wodonga
Screening and external authorisation requirements	<p>An innate element of the position requires the person to work on a one to one basis to access personal information with vulnerable people with disability, including children.</p> <p>It is a requirement that the incumbent meets NDIS worker registration screening through NDIS Quality and Safeguard Commission which may include National Police Check and NSW or Victorian Working With Children Check.</p>
Reports to	Manager Plan and Connect
Working relationships	NDIS Participants Support Coordinators Service providers National Disability Insurance Authority
Delegations	Sign service agreement on behalf of Plan and Connect

Performance requirements		
Function area	Key tasks and responsibilities	Performance indicators
Accept service request on NDIS portal	<ul style="list-style-type: none"> Review the NDIS portal on a regular bases and accept service request that meet eligibility. 	Accept service request within 5 working days 90% of the time.
First point of contact for Plan and connect enquires	<ul style="list-style-type: none"> taking calls from participants and the community inquiring about Plan & Connect, Support Coordination and Plan Management Services, 	Respond to new enquires within one working days 80% of the time
Support Coordination	<ul style="list-style-type: none"> Negotiate Service agreement with participants Write progress and plan review report for participants Negotiate service agreement with service providers on behalf of participants. Enter file notes on careview 	<p>Meet billable hours targets 80 % of the time</p> <p>Reports completed by due date 90% of the time</p> <p>File notes completed on Careview within 3 working days of completing activities 80% of the time,</p>
Assist participants to understand their NDIS plan and access their careview and NDIS portals.	<ul style="list-style-type: none"> Assist participants to understand the categories in their plans using their preferred communication mode Assist the participant to access the NDIS portal and navigate around the NDIS system, 	Provide accurate information to participants regarding their plans 80% of the time.
Support and supervision	<ul style="list-style-type: none"> Meet regularly with the Manager for supervision, planning and support. Develop, implement and review a personal work plan. 	
Administration	<ul style="list-style-type: none"> Undertake clerical type duties relevant to the position. Enter reports and supporting documents on Careview. 	

	<ul style="list-style-type: none"> • Provide administration support to the manager. 	
Teamwork	<ul style="list-style-type: none"> • Work co-operatively with other volunteers, students and paid staff. 	
Companies	<ul style="list-style-type: none"> • Able to work independently and 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 the work plan. • Have an understanding and commitment to the rights of people with disabilities and the role of support coordinator within the National Disability Insurance Scheme and the disability service systems. • 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. • Network with other providers, including marketing opportunities as required 	
KEY PERFORMANCE INDICATOR Skills, knowledge and qualification requirements	<ol style="list-style-type: none"> 1. 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. 	

	<ol style="list-style-type: none"> 2. 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. The support coordinator needs to be organized and have good time management skills. 3. Current driver's licence or other demonstrated means of conducting the duties of the position within a set location. 4. Highly developed communication skills: Effectively able to communicate with a range of people, have proficient writing skills, have capacity to negotiate and work effectively with a range of individuals and agencies. 4. Highly developed communication skills: Effectively able to communicate with a range of people, have proficient writing skills, have capacity to negotiate and work effectively with a range of individuals and agencies. 5. 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. 6. 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. 7. Team member: Ability to contribute as a team member and complete specific tasks asked of you by other team members.
Special conditions	<p>The organisation owned motor vehicles are normally available for work-related travel. There may be times when staff are asked to use their own vehicles.</p> <p>The Support Coordinator will have access to a laptop and mobile phone.</p> <p>It is an equal opportunity employer.</p> <p>It is has a smoke-free workplace policy.</p>
Position agreement	
I have read, understand and agree to undertake the position as outlined in this position description.	
Position holder name	
Position holder signature	
Dated	