



Position Description

Support Coordinator

Award or EBA:	SACS
Employment status/Type:	Full time fixed term 1 year
Directorate:	Disability
Reports to:	Team Leader Support Coordination
Direct Reports:	Nil

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

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
-------------	-----------	------------	---------	----------------

Role Description

The Support Coordinator is responsible for supporting a case load of NDIS participants to implement all the supports within their NDIS plan including informal, mainstream and community, as well as funded supports.

This position contributes to the success of DPV Health by operating as a Support Coordinator within the Disability team.

This position is responsible to provide each of their participants assistance to strengthen their ability to coordinate their own supports, provide expertise NDIS information, support participants to build capacity to achieve greater independence and provide the NDIA reports on outcomes and success indicators within the agreed reporting frequency.

Key deliverables for this role is to provide resources and connections with NDIS services and NDIS information for their allocated NDIS participants as a Support Coordinator.

Roles Key Accountabilities

Service Delivery

- Ensure all participants are treated with respect and are contacted regularly.
- Support all participants to use their NDIS funding and plans to live as independently as possible.
- Identify any needs or errors in NDIS plans and accordingly request appropriate NDIS reviews
- Develop future NDIS plans by assessing clients needs and supports, aligning with their goals.

Reporting, System and Analytics

- Develop good relationships with external and internal service providers.
- Implement plans as soon as they are allocated to participants and in accordance with the participants choices.
- Ensure all reporting is completed daily within TRAK and during monthly supervisions.
- Continually review NDIS participants supports and available support coordination hours

Doc no:	Doc Name:	Doc Owner: Human Resources
Effective:	Review Due:	Version No V1

- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim and others
-

Financials, Budgets, Target, Funding

- Identify opportunities to enhance the financial sustainability of the Support coordination team.
- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations
- Achieve targets/budgets for Disability Support Coordination team
- Ensure all billing (Stats) are completed on trak on the same day as delivered to participants

Culture, Engagement, Diversity – People Experience

Demonstrates behaviours aligned with DPV Health Values and Code of Conduct

- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

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.
- Demonstrate 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
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Disability Worker Exclusion Check
- Travel between sites is required
- Valid Working With Children Check
- Satisfactory Policy Check
-

Authority

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

Key Selection Criteria

Qualifications

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

Experience & Skills

- Previous experience in a NDIS Support Coordination role or similar
- Strong knowledge of NDIS price guide and the role of a support coordinator.

Service Delivery

- Well-developed clinical skills and demonstrated ability to support a coordinated approach by working with a range of stakeholders to improve health outcomes as agreed with client,
- Experience working as a Support Coordinator in a community setting including work with CALD, Aged and clients with a disability
- Experience in planning, implementing and evaluating innovative, evidence based NDIS supports.
- Understanding client needs and providing excellent service

Communication and interpersonal approach

- Excellent written and verbal communication skills.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Utilises interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio economic circumstances
- Ability to present complex information in an easily understood and accessible format

Client Focussed

- Ability to deliver results and meet and exceed your client expectations.
- Builds client relationships and builds a culture where best for the client guides decision making.
- Demonstrated responsiveness to client needs and wants. (Internal and external)

Planning and Organisation

- Ability to write clear, concise and informative reports

- Demonstrated ability to participate in a performance driven environment
- Ability to understand the client needs and delivery the required service considering costs and funding/revenue
- Experience or understanding of the relevant funding initiatives

Industry

- Knowledge of community support services
- Knowledge of Client Directed Care principles and frameworks
- Ability to work independently and respond to a changing work environment

Quality, process improvement and innovation

- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required
- Commitment to maintaining a high standard and quality of work and ethics

Self-motivated

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines

Extras depending on the role

- Competent computer skills
- A relevant community language

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ **Date** _____