

# Position Description



<b>Job title</b>	Support Coordinator
<b>Department</b>	Individualised Services
<b>Reports to</b>	Operations Lead (Great Southern)
<b>Date prepared/reviewed</b>	October 2020
<b>Location</b>	Great Southern
<b>Position Details</b>	Max Term, Full Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

## Position Objective

Brief summary of position's purpose

The purpose of this role is to provide independent support coordination to people with a disability who wish to access service delivery by implementing the individuals plan and increasing their capacity to manage and or direct their own supports and assist people with NDIS funding for support coordination to have greater opportunities to explore and connect with their community and alternative support options. The position will assist the person to strengthen and maximise their NDIS plan funding by researching options utilising informal support and Accessing and communicating within the various NDIS and NDIA frameworks to implement support coordination and report outcomes.

## Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

**Imaginative** – We challenge convention, explore new possibilities and dare to dream for a better future

**Respectful** – We act with honesty and integrity, and open our hearts to all people without exception

**Compassionate** – We are nurturing, generous and thoughtful in our words and deeds

**Bold** – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

## Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- Action referrals in a timely manner and support the NDIS participant to assess a number of mainstream, community, informal and provider options.
- Research and present to the support the person to select preferred options or providers
- Negotiate services to be provided and their prices on behalf of the person receiving NDIS funding.
- Develop service agreements and create service bookings for Support Coordination
- Arrange for any assessments required to determine the nature and type of funding required (e.g. assessment to determine the type of complex home modifications required).
- Determine 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)
- Strengthen and enhance participant's capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to: - resolve problems or issues that arise - understand their responsibilities under service agreements - change or end a service agreement
- Be the key contact for unresolved service issues, complaints, major changes and plan reviews.
- Assist participants to prepare for their plan review by supporting them to:
  - assess whether they achieved their goals and got value for money for their plan
  - identify solutions to problems experienced in implementing the plan and consider new goals
- Assist participants to decide on what actions to take to achieve goals in relation to exploring housing options and life transition planning.

#### Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

#### Competencies

The knowledge and soft skill requirements necessary for this position.

- An ability to seek and analyse information, and take initiative in order to avoid problems and create opportunities for continuous improvement
- A genuine intention to work collaboratively with others, to resolve conflict and be part of a high performing team
- Well-developed verbal and written communication skills and the ability to work with a vast range of stakeholders in a variety of situations.

- Demonstrated ability to manage own schedule, meet tight deadlines and work under pressure in an ever evolving environment
- Positive attitude toward people that identify with having a disability and / or mental health issue
- Manage any perceived or real conflict of interest in accordance with the NDIA's Terms of Business
- Provide NDIA with reports on specific goals, outcomes and success indicators within the agreed reporting frequency

## Qualifications

Education, experience and technical skills required for this position.

- Exceptional administration and interpersonal skills
- Strong Information Technology and Computing skills including use of MS Office Suite
- Appropriate education at a tertiary level
- Ability to understand the NDIS Price Guide and flexibility within budgets, the NDIS legislation and rules including provisions relating to reasonable and necessary supports and the role of the mainstream service system.
- National Police Clearance
- Current Western Australian Driver's Licence

## Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

This role will be required to engage with the following parties:

- Potential referrers
- New and existing participants
- Business associations, organisations and partner agencies
- NDIA

This role may also require occasional travel to Perth