



POSITION DESCRIPTION

POSITION DETAILS

Local Title and Program Area	NDIS Support Coordinator Community & Social Inclusion (previously known as Disability Support Services)
Position Number	CSI IC 09
Classification, Time Fraction & Duration	Full time, (1.0 EFT) ongoing
Responsible to	Team Leader Inclusive Communities
Qualifications	Must possess or currently studying tertiary qualifications relating to Disability, Community Services or Social Work. Previous experience in project design and implementation is advantageous.
Location	Cnr Sunnyside Avenue and 13 th Street Mildura

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au.

SYSTEMS LEADERSHIP

MASP's organisational design is underpinned by a systems leadership model of integrated management practices. We leverage from the skills, knowledge and experience of each other so that our clients get the best possible services and outcomes.

Although we deliver services through operational teams, we consider silos to be counter-productive to the needs of our clients and our organization. Systems leadership provides us with the tools to provide wrap-around services for clients through a shared-vision of what is best for them.

We actively seek the input of other systems leaders within our organization by recognizing how and when others can value-add to operational decision making.

POSITION OVERVIEW

The Support Coordinator works with adults, young people and children living with a range of disabilities and their families and carers, facilitating participants to engage with informal and mainstream services, which will support the participant to achieve their individual goals and maximize the potential of their NDIS plan.

Key aspects of the role include:

- Providing responsive, individualized services and support for each person and family, that is consistent with the relevant legislation and their NDIS plan.
- Research, coordinate and manage a range of supports to suit individual needs across multiple providers.
- Assisting clients to connect with the community and encourage participation in both mainstream and community options.
- Coordinating and managing clients NDIS plans, enabling greater independence across all domains of their life.
- Implementation of all supports in client's NDIS plan, including mainstream, informal, community and funded supports.
- Leading staff supervision

POSITION DUTIES

1. Research, coordinate and manage a range of supports that suit individual needs across multiple providers.
2. Manage a case load and coordinate access to support items in Participant's NDIS Plan, in line with the preferences of the participant, to achieve the outcomes identified in the plan.
3. Support the client and their natural supports to assess the quality and value of the supports provided and ensure that they are meeting the participant's individual needs.
4. Actively support participants to connect with their community and encourage participation in both mainstream and community options.
5. Establish and maintain a coordinating link between NDIS participants and planners.
6. Support individuals to build their capacity and networks, with the aim of greater choice, control and independence in managing their personal lifestyle choices.
7. Participate in the formal review of the participant's NDIS Plan when requested by the participant and/or as specified by the NDIA Planner.
8. Record working hours against service delivered to participants to allow billing.
9. Ensure high quality record keeping and provide NDIA with reports on outcomes and success indicators within the agreed reporting frequency.
10. Participate in training programs as required, including specific training on individual participant needs.
11. Ensure completion of NDIS Participant Service Agreements and other appropriate documentation.

12. Ensure service procedures are followed, including the requirement for documented evidence.
13. Provide the National Disability Insurance Agency with reports on outcomes and success indicators within the agreed reporting frequency.
14. Ensure funded supports are being implemented and used within allocated budget.
15. Ensure all participant documentation including the NDIS Service Agreement is completed and signed.
16. Evaluate progression against plan's goals and assess the impact the services and supports have had on the Participants life.
17. All relevant policies and procedures are followed.
18. Ensure PRODA Service Bookings are completed for each client.
19. Working within a team environment, provision of service and support to team leader may be required from time to time.

Some out of hours / weekend work may be required. Shift allowances, weekend penalty rates and public holiday penalty rates will be paid in such circumstances.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for **all** aspects of service delivery.

SKILLS AND COMPETENCIES REQUIRED

Personal Attributes

- Inclusiveness – does what is necessary to integrate clients within our community
- Resilience – doesn't look for excuses, but looks for ways
- Client focus – we do what we say we are going to do for clients, even if it means we work harder
- Doer – we need doers at every level, and you set the example in getting the job done
- Innovative – challenges old ways with new ideas and thinking

Capabilities

Community & inter-agency relations

- **Partnerships** and collaboration – works collaboratively with other organizations in formal and informal partnerships to achieve client outcomes
- Social justice – demonstrates commitment to social justice and social inclusion

Professionalism

- **Time** management – manages time and uses tools effectively to assist with planning and organizing
- Ethics – observes professional boundaries and standards and assists others with ethical dilemmas
- Taking responsibility – takes responsibility for work outcomes and assists others to understand role and responsibilities
- Problem solving – assists with the resolution of clients' and colleagues' problems
- Initiative and enterprise – demonstrates initiative and enterprise and supports others to work more effectively

Communication

- **Advocacy** – advocates for clients and team members to advance their interests

- **Written communication** – writes accurate, clear and informative reports and communications that meet the needs of their intended audience
- **Verbal communication** – articulates clear and respectful messages and information to clients, team members and colleagues
- **Interpersonal skills** – demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications

Leadership & Teamwork

- **United vision** – generates ideas for innovation and enhanced working practices to achieve agency mission
- **Strategic focus** – contributes to team plans and relates teamwork to strategic objectives
- **Team dynamics** – offers constructive feedback and provides balanced and informed perspectives at team meetings
- **Conflict management** – recognizes differences of opinion and works toward the resolution of team conflict

Service Delivery

- **Reflective practice** – demonstrates reflective and evidence based practice
- **Knowledge of client issues** – builds knowledge of client issues and requirements to improve practice
- **Client outcomes** – provides clients with high quality service and appropriate referrals
- **Diversity** – demonstrates cultural sensitivity and adjusts personal style in response to client and team member differences
- **Client confidentiality and dignity** – respects client and team member confidentiality

Program Management and Policy Development

- **Policy development and implementation** – participates in the review and development of policy and utilizes policies and procedures to guide work practices
- **Program development** – contributes to program objectives, develops and implements simple project plans
- **Achieving results** – ensures clarity of understanding of required work, fulfils program and project responsibilities and achieves performance targets

Change and responsiveness

- **Change management** – supports change management and assists others to adapt and adjust to change

Governance and compliance

- **Risk management** – contributes to identification of OHS risks and hazards and takes advantages of emerging opportunities

TERMS AND CONDITIONS

Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Ltd Enterprise Agreement 2016. Salary packaging arrangements available.

Probation Period

On commencement a six-month probationary period will apply.

Safety Screening

Completion of a satisfactory Police Check and Working with Children Check prior to employment. It is the responsibility of the individual to keep their WWCC current.

Driver's Licence	Satisfactory result from the Disability Worker Exclusion Scheme pre-employment screening process.
Performance Appraisal	Must hold a current, full driver's licence. At no stage may the applicant's driver's licence be restricted to the amount of passengers that can be carried.
Responsibility and Continuous Improvement	To be carried out by the supervisor within six months of commencement and thereafter once every twelve months.
Training & Development	Comply with all relevant MASP policy and procedure. Participate in regular supervision and meetings. Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework.
Occupational Health & Safety Responsibilities	Be prepared to participate in ongoing staff development, attending relevant forums and training as required.
Privacy & Confidentiality	Ensure compliance with OH&S to prevent work related injuries and illnesses. Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self. Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a hazard to the health and safety of self, other employees, clients or visitors to the agency. Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation.
	Work within the guidelines of MASP's Privacy and Confidentiality policy

KEY SELECTION CRITERIA

1. Demonstrated case coordination/management experience.
2. Ability to plan a program of support with participants and facilitate its delivery.
3. Ability to accurately maintain records and collect statistics.
4. Demonstrated experience building the capacity of clients to participate in their community
5. Demonstrated experience working alongside clients, their family and carers, building capacity so they are able to manage aspects of their own plan.
6. Must possess or currently studying a qualification as detailed above.
7. Demonstrated experience supporting clients to access a range of services.
8. Demonstrated experience providing a professional and ethical service .
9. Demonstrated ability to produce professional written reports, conduct appropriate verbal communication and apply negotiation skills.
10. Ability to work independently and as part of a team in a busy environment.
11. Demonstrated time management and coordination skills.

