

Position Description Support Coordinator

Position:	Support Coordinator
Reporting to:	Executive Director The organisations policies and procedures do not form part of the employment contract.
Award:	SCHADS Award

Role and Responsibilities

- Support participants and families/carers to understand their NDIS plan, goals and objectives.
- Contact the participant within 2 days of handover from the NDIS planner and meet with the participant within 5 days.
- Deliver coordination of supports to individuals with an NDIS plan.
- Research, coordinate and manage complex and intersecting supports to suit individual needs across multiple providers, ensuring participant choice and control.
- Work with mainstream service providers including negotiating services and prices to ensure maximum value for money is achieved and service obligations are met.
- Support participants to build their capacity, resilience and networks with the aim of greater choice and control and independence in managing their personal choices.
- Work with participants to access and navigate the My Place portal to establish service bookings and service agreements.
- Arrange any assessments needed as per the NDIS plan.
- Determine the budget available for each support type and advise any relevant plan manager of the breakdown of funds.
- Liaise with plan managers to establish the appropriate claim categories and attribute funds accordingly.
- Assist participants to prepare for plan reviews by helping them assess whether they achieved their goals and achieved value for money for their plan, identify barriers and solutions to problems experienced in implementing the plan, and identify new goals.
- Assist participants to communicate with the NDIA when required to support their own plan requirements.
- Resolve any crisis situations, ensuring that the participant's best interests and resilience are supported for best outcomes.
- Provide time limited specialist support coordination to address high level risk and assist the participant to connect with supports and build capacity.
- Develop implementation plans for implementation by relevant specialist providers.
- Advocate for participants as requested or required.

Operational

- Ensure the completion of NDIS Participant Service Agreements and other appropriate documentation within the initial assessment as required.
- Ensure PRODA Service Bookings are completed for each participant.
- Maintain documentation to demonstrate that service procedures are followed.
- Monitor and report participant outcomes to the NDIA through progress reports.
- Actively participate in the development, implementation, monitoring, regular review and reporting of participant programs with providers including determining risk and preparing

assessments, review participant records and understand individual needs, review participant goals and measure individual progress and document outcomes.

Qualifications/Prerequisites

- a) Relevant tertiary qualification i.e. Bachelor of Social Work, Psychology, Occupational Therapy or other allied health (such as Developmental Educator, Social or Health Science degree) and AHPRA registration.
- b) Current Drivers Licence.
- c) Current Blue Card or eligible to apply for one, and
- d) Current DSQ Positive Notice Card or Yellow Card Exemption Notice or eligible to apply for one.

Desirable

- Experience in Restrictive Practices
- Experience with development and implementation of Positive Behaviour Support Plan

Key Skills Criteria

- 1) Demonstrated skills in communicating and negotiating with participants, families and relevant stakeholders.
- 2) Demonstrated knowledge / contribution to Quality Monitoring System.
- 3) Demonstrated ability to work in a multidisciplinary team environment.
- 4) Demonstrated knowledge and understanding of standards, policies & procedures, and NDIS Quality Indicator Guidelines.
- 5) Knowledge of Incident Management, in particular participants rights to be safeguarded by AABDS ensuring incidents are managed, acknowledged, responded to and learned from. Employees must acknowledge that each participant will be provided with information on incident management including how participants have been involved during the process.
- 6) Demonstrated high level of interpersonal skills and leadership qualities.
- 7) Demonstrated skill in decision-making and problem solving.
- 8) Ability to exercise initiative and judgement where procedures are not established.
- 9) Advanced computer skills.

Acknowledgment for Receipt of Position Description

I have received a copy of the Position Description and have read and understand its contents. I understand that this Position Description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience.

Name: *(please print)* _____

Signature: _____ **Date:** _____