

## Position Description

<b>Position title</b>	Support Coordinator – NDIS
<b>Program/Department</b>	Disability Services
<b>Reporting to</b>	CEO
<b>Location</b>	Campbelltown
<b>Hours per week</b>	38 Hours per week (Full-time) 15.2 Hours per week (Part-time)
<b>Tenure</b>	Fixed Term - 12 month Contract
<b>Salary</b>	SCHCADS Grade 4 Year 1, Level 4 Pay point 1

### Position purpose

This position works across the scope of the whole organisation and with external organisations, and provides a centralised intake and planning function. This is a new role to support people with a National Disability Insurance Scheme (NDIS) Plan to connect to their local communities and access a range of supports across one or more providers.

### Strategic Core requirements

Key responsibility areas	Capability requirements	Key performance measures
Communication	<ul style="list-style-type: none"> <li>Effectively handles complex, sensitive issues and collaborates with other MDSI work areas.</li> <li>Uses positive engaging techniques and adapts their own style to needs of the other people.</li> <li>Has a sophisticated level of verbal and written communication skills, drafts and liaises on written work, prepares management reports.</li> <li>Has effective listening skills, seeks, provides and / or shares information in an appropriate and respectful manner.</li> <li>Has a network of relevant contacts in other work areas.</li> </ul>	<ul style="list-style-type: none"> <li>Completes meetings with participants and their family / carers / significant others, gathering personal information to formulate person centred plans and goals.</li> <li>Utilises IT / Digital technology as required, and appropriately.</li> <li>Works with all disability types adapting communication styles to fit the individuals support needs.</li> <li>Communicates effectively with internal customers in the organisation and relevant external stakeholders.</li> <li>Establishes relevant internal and external networks.</li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
Customer relationships	<ul style="list-style-type: none"> <li>• Develops the capability to effectively assist customers to address / resolve a range of their needs and expectations, to link into relevant services, and to identify personal goals.</li> <li>• Develops working relationships with other work areas to assist in customer service.</li> <li>• Maintains confidentiality and understands diversity.</li> <li>• When required, involves more experienced staff in the more sensitive or serious matters.</li> <li>• Develops working relationships with stakeholders (including families / carers / significant others).</li> </ul>	<ul style="list-style-type: none"> <li>• Liaises effectively with internal and external customers.</li> <li>• Adopts a practical and effective approach to providing services to participants / customers.</li> <li>• Exercises judgement about requests and acts appropriately or escalates to Program Managers / Coordinators where necessary.</li> <li>• Responds to the needs expressed by the client, making recommendations, and suggesting solutions.</li> <li>• Has knowledge across all life learning areas (e.g. accommodation, equipment, family support, recreation, community, employment and education).</li> </ul>
Personal accountability	<ul style="list-style-type: none"> <li>• Ensures adherence to organisation policies &amp; procedures and all relevant government legislation and relevant standards.</li> <li>• Recommends changes to procedures and quality standards for own and other work areas.</li> <li>• Analyses and mitigates risk.</li> <li>• Ensures appropriate use of resources.</li> <li>• Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing.</li> <li>• Develops the capability to promote and market MDSI products and services.</li> </ul>	<ul style="list-style-type: none"> <li>• Complies with safe work practices for self, including adopting a proactive approach to risk / hazard control, and minimisation.</li> <li>• Researches and develops understanding of relevant internal and external standards and policies that impact on the role.</li> <li>• Identifies and suggests opportunities for improvements to work practices.</li> <li>• Uses appropriate judgement in relation to the allocation, and the use of MDSI resources efficiently and effectively.</li> <li>• Demonstrates the appropriate behaviour and communication with customers and stakeholders.</li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
Leadership and teamwork	<ul style="list-style-type: none"> <li>• Works with other team members across the organisation and with external organisations including higher level roles, sharing knowledge and information.</li> <li>• Participates in professional team meetings.</li> <li>• Plans and schedules own work independently.</li> <li>• Monitors progress against work plans and required outcomes and takes appropriate corrective action.</li> </ul>	<ul style="list-style-type: none"> <li>• Works well within team environments or independently</li> <li>• Plans and prioritising own workload to meet timeliness and quality requirements.</li> <li>• Develop and maintains a network of stakeholders (internal and external) and community organisations that are appropriate to the role.</li> <li>• Achieves good performance outcomes</li> </ul>

## Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Person centred knowledge and application	<ul style="list-style-type: none"> <li>• Develops understanding of the principles and applies knowledge of the range of individual choices, goals and aspirations; the process of collaborating with individuals to identify these; the process of developing plans which involve multiple services and networks of support.</li> <li>• Initiates person centred tools, and processes, for use by self, participants and other employees.</li> <li>• Assists with the implementation and review of person centred tools within MDSI services.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses and provides feedback and suggestions on service coordination and planning tools.</li> <li>• Researches and builds their own knowledge of resources and practices.</li> <li>• Identifies needs and issues for own personal / professional development.</li> <li>• Participates in coaching and mentoring opportunities.</li> </ul>
Service delivery	<ul style="list-style-type: none"> <li>• Understands and operates within a billable hours framework.</li> </ul>	<ul style="list-style-type: none"> <li>• Efficiently and proactively works within the allocated support</li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> <li>Engages with participants to gather required information to assist in identifying appropriate supports and services.</li> <li>Assists with establishing links for the delivery of more complex disability support, which can involve multiple service offerings / programs.</li> <li>With necessary guidance, refers a person appropriately, and is able to advocate for the person, if required.</li> </ul>	<p>coordination funding within each participants NDIS plan. Ensures strict compliance with reporting and auditing requirements.</p> <ul style="list-style-type: none"> <li>Responds to support coordination enquiries for new participants and works with existing participants to identify individual goals and relevant supports.</li> <li>Efficient and effective time management skills, in particular with appointments.</li> <li>Conducts meetings with participants / families / carers.</li> <li>Appropriately records progress, and any agreed outcomes, and actions.</li> <li>Seeks guidance to achieve appropriate internal referrals to other services.</li> </ul>
Service outcomes, developments and evaluation	<ul style="list-style-type: none"> <li>Completes feedback activities with participants, using specific tools to measure their progress, and to adjust support provided to the person.</li> </ul>	<ul style="list-style-type: none"> <li>Seeks feedback directly from participants on their satisfaction of service / participation and provides this feedback to Program Managers.</li> </ul>
Reporting, documentation and administration	<ul style="list-style-type: none"> <li>Prepares appropriate case notes and plans.</li> <li>Effectively uses technology and IT equipment.</li> <li>Captures all necessary data.</li> <li>Ensures adequate preparation for meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Reports and documents files appropriately.</li> <li>Makes appropriate suggestions or recommendations.</li> <li>Follows procedures in relation to files, data, clinical information and records management.</li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
Experience and qualifications	<ul style="list-style-type: none"> <li>• A relevant tertiary qualification and / or equivalent knowledge, and experience across all disability types.</li> <li>• Undertakes regular personal / professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Shows a commitment to their ongoing professional development.</li> <li>• Attends appropriate development activities for their role.</li> </ul>
Essential Criteria	<ul style="list-style-type: none"> <li>• Demonstrated experience working in a Support Coordination role.</li> <li>• Understanding of the NDIS and ability to support participants to navigate the service system.</li> <li>• Tertiary qualification or Certificate IV in a relevant field, i.e. Case Management, Social Work, Community Services, Mental Health, Disability, etc.</li> <li>• A high level communication, administrative, organisational and time management skills</li> <li>• Ability to engage, liaise, negotiate and work collaboratively with a range of internal and external services and stakeholders</li> <li>• Current drivers licence and Working with Children Check.</li> </ul>	

#### Company Values, Policy & Procedures

This position shall ensure commitment to all MDSI Values.

This position shall ensure compliance with all MDSI Policies & Procedures.

I have read the above, and understood that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of responsibilities, duties and requirements. I understand that this job description does not exclude my manager's authority to add or change responsibilities or duties, and understand that the performance of other duties will be required from time to time in order to meet the company's needs.

**Employee Name**

**Signature**

**Date**

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**Manager Name**

**Signature**

**Date**

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