



Position Description

Position Title	Support Coordinator – National Disability Insurance Scheme (NDIS)
Directorate	Community and Wellbeing Services
Reports to	Team Leader Intake and Support Coordination (NDIS)
Date of Job Description	6/09/2024
Conditions	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
Employment Status	Full Time or Part Time Ongoing, subject to funding
Salary	Remuneration will be dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
Hours of Work	This a Full Time or Part Time position. Work outside normal office hours may be required.

Position Objectives

Mallee Family Care, as a NDIS registered provider, offers a range of support services to people with permanent and significant functional impairment (resulting from psycho-social, physical, sensory, neurological, cognitive and/or intellectual disability), who have approved NDIS Individually funded packages (aka NDIS participants).

As a member of the Intake and Support Coordination Team, this position will support participants by:

- Adhering to the principles of a rights based approach, delivered with respect and integrity and a high standard of customer service.
- Working in a way that is reflective of and grounded in Mallee Family Care values and principles.
- Building productive and positive relationships with participants and key stakeholders to enhance participant capacity and a partnership approach.

The Support Coordinator is accountable to participants, their families, key stakeholders and the Agency for delivering high quality support coordination in partnership with participants and families and achieving agreed outcomes. The Support Coordinator will work with participants to build individual capacity to:

- Research, coordinate, manage and implement a range of services and supports in accordance with the participant’s individually funded package (IFP).
- Achieve the goals and outcomes identified in the participant’s plan.
- Connect the participant with formal, mainstream and funded supports.
- Promote participant empowerment, choice and control and community inclusion

The position may also be required, from time to time, to undertake NDIS related intake and assessment responsibilities.

Key Responsibilities & Duties	Performance Expectations
Support participants to build capacity and exercise choice and control to coordinate their plans, negotiate appropriate support and services and connect with specialist and generalist community support and mainstream services.	Ongoing improvement in participant’s (or family’s) capacity, evidenced by an increasing ability and confidence to effectively self-manage their plan.
Liaise and communicate effectively with a range of regulatory, Government and Community Agencies and Services including, Courts, Tribunals, Federal and State Government Agencies (eg: NDIA< DHHS< FACS, Hospitals and Health Providers), Peak Bodies and Advocates, registered and non-registered NDIS Service Providers, and Health Services and communicate effectively with a range of external agencies.	Evidence of knowledge, networks and connections across and within local communities. Well regarded and connected across all sectors and communities, with demonstrable productive relationships with key stakeholders and community members.
Use local knowledge and sector expertise to increase opportunities for participants to be connected to local communities by providing holistic and comprehensive services. This includes assessments, implementation and review of plans and goals, monitoring progress, advocacy and referrals.	Supportive referral and connection of participants to appropriate and responsive services based on assessment of needs and goals.
Deliver services and support to participants, their families, carers and community, with a high level of customer service and in a respectful and reliable manner.	High regard and positive reputation within the community. Positive feedback from participants, NDIA, LACS and community stakeholders. Increased demand for services based on reputation for quality service.
Provide expert advice and consultation to participants, their families and networks on the changing disability service landscape, relevant procedures, practices, guidelines and legislation,	Evidence of comprehensive and sound knowledge, understanding of the disability and mental health sectors, including relevant legislation and policy settings.

including advice regarding NDIS Quality and Safeguards Framework and NDIS Commission.	Sound understanding of and comfort in working within the NDIS operational guidelines and compliance requirements. Sound and proven advice based on own expertise of the sector and the NDIS. Evidence of the creation of opportunities for increased participation by individuals and families through leveraging on your knowledge of the local community and stakeholders.
Support the implementation and review of participant’s service agreements, outcomes, support plans, programs and services to ensure an appropriate standard of service, supervision, safety and support is provided.	Evidence of comprehensive and sound understanding, knowledge and expertise in the NDIS and, in particular support coordination services. Evidence of sound understanding of risk, vulnerability and needs issues for people with functional impairment and appropriate service responses based on this understanding.
Operate as required by legislation and departmental standards and exercise the appropriate authorities and legal delegations pursuant to relevant legislation and other specific delegations and functions.	Understanding of relevant NDIS and other related legislation, the NDIS Quality and Safeguard framework and other related regulations, policies and procedures. Appropriate referral to and use of the above in decision making.
Assist in the preparation and presentation of comprehensive reports, advice, briefs, assessments and correspondence containing informed comment, viable options for consideration and well-reasoned recommendations.	Excellent oral and written communication skills. Evidence of a sound risk and needs assessment and decision making frameworks to ensure well-reasoned, fair and considered decisions.
Contribute to the maintenance of prescribed registers, reporting systems and client records ensuring the need to accurately record and adhere to matters of confidentiality and diversity within a sensitive environment.	Comfort with technology and understanding of the importance of record keeping, data management and confidentiality.
Participate in client conferences with other professionals.	Productive and respectful stakeholder relationships. Ability to effectively and appropriately advocate on behalf of participants.
Operate as an effective team member, contributing to team planning, work process improvements and day-to-day administration.	Evidence of ability to work effectively in a team and support colleagues and direct line managers.
Be professionally accountable for decisions that impact on participants and staff, made within	Ability to accept and act on positive and constructive feedback and identified

<p>bounds of Mallee Family Care policy and with management support.</p>	<p>developmental areas. Take responsibility for own actions, including misjudgements and mistakes. Commitment to continuous self-improvement and development.</p>
<p>Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the Agency's occupational health and safety (OHS) policies and procedures</p>	<p>Evidence of self-care strategies to maintain own health and wellbeing, including a balanced work/home life. Evidence of knowledge and compliance with OHS legislative and Agency policy and procedural requirements, including timely reporting of hazards and work place safety issues.</p>
<p>To participate in supervision and regular professional development.</p>	<p>As per Mallee Family Care Supervision Policy. Actively engages and contributes to supervision and appropriate development activities for role.</p>
<p>To be compliant with e3Learning courses.</p>	<p>Completing compulsory allocated courses each quarter.</p>
<p>To undertake other duties as may reasonably be required.</p>	<p>Undertaking other duties required by your Line Manager.</p>

Qualifications and Experience:

- At a minimum, a Certificate IV in Community Services or Disability Services, or above.
- Current Drivers Licence.

Key Selection Criteria:

Applicants are invited to submit their applications addressing the following selection criteria:

- Experience and skills to work competently alongside people, their family and carers in their local community to build their capacity to participate in the community and manage some or all aspects of their plan.
- Work with people, their families and carers to identify and access opportunities for education and employment.
- An understanding of case management practices and principals.
- Well-developed communication (both oral and written) skills with the capacity to prepare reports and correspondence in clear and concise language and the ability to assimilate information from other, present information in a manner appropriate to the purpose and audience.
- Demonstrated ability to identify, measure and report on outcomes.
- Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of customers and service providers.
- The ability to work autonomously and cooperatively as a member of a team.
- Competence in the use of the latest computer software programs, including the ability to enter, modify and extract data accurately and track funding package expenditure.
- Well-developed organisation, time management and prioritisation skills and ability to work to deadlines, cope with uncertainty and competing and changing demands.
- Knowledge of the current trends in service delivery in the community sector, particularly the changing landscape of the disability and mental health sector and the NDIS.

Desirable:

- Experience working with people living with a psycho-social, physical, sensory, neurological, cognitive and/or intellectual disability.
- Knowledge of the NDIS Operational Guidelines, NDIS Quality and Safeguard Framework and *NDIS Act 2013*, *Disability Act 2006* and other relevant legislation.
- Experience working in an NDIS environment.
- Flexibility to work from other sites as required.

Organisation Structure and Values

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

Our Vision

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

Our Mission

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

Our Approach

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

Other Information:

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after two years of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment