

Job Description			
<b>Job Title: Support Coordinator</b>			
<b>Role Purpose</b>	This position ensures the effective delivery of customer services by coordinating supports to NDIS participants, consistent with organisational policies. The role contributes to the implementation of the organisations operational plans and service objectives.		
<b>Reports to:</b>	Program Manager	<b>Direct Reports:</b>	N/A
<b>Business Unit:</b>	Community Services	<b>Award Level:</b>	Social Community Home Care and Disability Services Industry Award
<b>Office Location:</b>	UnitingSA	<b>HR Approval Date:</b>	August 2019
<b>Internal Relationships:</b>	<ul style="list-style-type: none"> <li>Community Services Personnel</li> </ul>	<b>External Relationships:</b>	<ul style="list-style-type: none"> <li>NDIS Participants, carers/families</li> </ul>
Person Specification (Knowledge, Skills and Experience)			
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Tertiary qualification in community services, social work or equivalent and extensive community work and training (essential)</li> <li>Current SA driver's licence (essential)</li> <li>Current DCSI Child and Disability Related Screening (essential)</li> <li>Current Child Safe Environments Certificate (desirable)</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in the coordination of service provision in the disability or related sectors</li> <li>Significant experience in working in a human services setting and knowledge of a range of appropriate models of intervention</li> <li>Experience in working with multi-disciplinary teams</li> <li>Advocate on behalf of the Participant &amp; mediate/resolve conflicts when the Participant has issues with service providers</li> <li>Coach and assist with Participant skill development (as the aim for the NDIA regarding most Participants will be to reduce or eliminate SC in future plans)</li> </ul>		
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Specialist knowledge of disability and relevant support services</li> <li>Ability to provide advice and facilitate NDIS participants' planning in order to meet objectives</li> <li>Ability to positively promote the service and the issues pertinent to the client group to other organisations, government bodies, and community groups</li> <li>Community engagement skills including networking, negotiating and mediation</li> <li>Demonstrated competence in the use of Microsoft Office applications</li> </ul>		

Job Function Details		
Key Result Area	% of Time	Tasks
Person Centred Knowledge and Application	50%	<ul style="list-style-type: none"> <li>Ensures person-centred approaches to identifying goals and aspirations for individuals are understood and incorporated into NDIS support plan implementation and service offerings/supports.</li> <li>Implements individual plans and ensures alignment of person-centred approaches based on relevant practical and theoretical knowledge</li> <li>Contributes to planning and development of service offerings/supports.</li> </ul>
Customer Relationships	30%	<ul style="list-style-type: none"> <li>Ensures customers are appropriately supported in exploring and resolving their needs, expectations and goals.</li> <li>Communicates comprehensive knowledge of supports and services available.</li> <li>Ensures: quality of service; effective liaison/communication with customer; confidentiality; diversity awareness; provision of information and effective internal and external referral practices.</li> <li>Possesses required knowledge and approaches situations flexibly creatively</li> <li>Understands significant stakeholder relationships and their importance</li> <li>Contributes to positive relationships with relevant stakeholder, building a network of people as required.</li> <li>Advocate on behalf of the Participant &amp; mediate/resolve conflicts when the Participant has issues with service providers</li> <li>Coach and assist with Participant skill development (as the aim for the NDIA regarding most Participants will be to reduce or eliminate SC in future plans)</li> </ul>
Personal Accountability	10%	<ul style="list-style-type: none"> <li>Ensures adherence to organisation policies &amp; procedures and all relevant government legislation and standards.</li> <li>Regularly assesses and reports on compliance</li> <li>Ensures the implementation of new/amended procedures and quality standards.</li> <li>Ensures efficient and effective use of organisation financial and other resources.</li> <li>Maintains a safe and healthy workplace.</li> <li>Ensure organisation's image and reputation is maintained.</li> </ul>
Leadership/Teamwork	5%	<ul style="list-style-type: none"> <li>May lead a team or work as an individual practitioner.</li> <li>Provides operational or procedural direction and/or advice and ensures knowledge and information is shared.</li> <li>Exercises initiative and is self-reliant</li> <li>Effectively represents the team.</li> <li>Participates as an effective team member.</li> </ul>

Reporting, documentation, and administration	5%	<ul style="list-style-type: none"> <li>• Ensures adherence to reporting, documentation and business administration requirements to ensure appropriate documentation is maintained.</li> <li>• Ensures the implementation of new/amended reporting and administrative requirements.</li> <li>• Ensures use of relevant communication and technology systems.</li> <li>• Ensures the required service and billing records are maintained.</li> <li>• Ensures all reporting and administrative matters are addressed to meet team and organization requirements.</li> </ul>
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### Competency Profile

Competency	Level	Behaviours
Written Communication	Function	<ul style="list-style-type: none"> <li>• Writes a range of communications using appropriate grammar</li> <li>• Writes a range of communications using appropriate vocabulary</li> <li>• Writes a range of communications in a clear and succinct manner</li> <li>• Prepares a range of written communications conveying ideas and information in a convincing manner</li> </ul> <p>Behaviours are typically directed at the preparation of the following documentation:</p> <ul style="list-style-type: none"> <li>• Management reports</li> <li>• Internal/external correspondence</li> <li>• Responses to complaints</li> <li>• Internal management</li> <li>• Reports (eg. profit &amp; loss)</li> <li>• Email correspondence</li> <li>• Proposals/submissions</li> <li>• Policies, procedures &amp; protocols</li> <li>• PowerPoint presentations and the use of other software aids</li> </ul>
Decision Making	Function	<ul style="list-style-type: none"> <li>• Makes decisions in situations that are fairly well defined and quite broad in scope</li> <li>• Makes decisions that impact the team/function</li> <li>• Weighs up alternatives according to their likely impact on the team/function</li> <li>• Identifies the most appropriate action to meet business objectives</li> <li>• Includes all Self behaviours</li> </ul>

Impact and Influence	Function	<ul style="list-style-type: none"> <li>• Ensures individuals/team acknowledge and respect the views of others during negotiations</li> <li>• Gathers support from individuals/team or relevant others regarding own idea/position</li> <li>• Uses experts or other third parties to influence</li> <li>• Demonstrates an understanding of different communication styles whilst maintaining feelings of goodwill</li> <li>• Anticipates and prepares for others' reactions/agendas</li> </ul>
Initiative	Function	<ul style="list-style-type: none"> <li>• Ensures team members complete assigned tasks without constant supervision</li> <li>• Anticipates obstacles to achieving goals</li> <li>• Creates opportunities to improve teams/functions performance</li> <li>• Seeks out opportunities to improve processes and tasks</li> <li>• Generate initiatives that facilitate the achievement of team goal</li> </ul>
Planning and Organising	Function	<ul style="list-style-type: none"> <li>• Plans and prioritises team activities and deliverables</li> <li>• Establishes short-term and medium-term plans</li> <li>• Organises resources and activities to meet short-term and medium-term plans</li> <li>• Applies foresight and plans for contingencies</li> <li>• Provides clear instructions regarding the responsibilities and accountabilities of team members</li> <li>• Work to priorities</li> <li>• Meets team/functional deadlines</li> </ul>
Results Orientation	Self	<ul style="list-style-type: none"> <li>• Encourages team member to make specific changes in work methods or practices to improve performance</li> <li>• Encourages team members to seek alternative possibilities when faced with obstacles to ensure project completion</li> <li>• Ensures team members persevere with responsibilities to ensure project completion</li> <li>• Streamlines existing processes and procedures to ensure efficient outcomes</li> <li>• Continually strives to identify and minimise barriers to excellence</li> </ul> <p>Ensures own and team responsibilities are completed within designated timeframes</p>

**I have read and understand the requirements of this position:**

Signed: \_\_\_\_\_ Name (print) \_\_\_\_\_ Date: \_\_\_\_\_