



SUPPORT COORDINATOR ASPECT POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title:	Support Coordinator, Aspect Individual and Community Services	Location:	Sydney, Canberra, Melbourne or flexible (remote working and telehealth service delivery model is possible)
Group:	Aspect Support Coordination	Reports to:	State Manager, Aspect Adult Community Services

Organisation Purpose

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused and customer-driven	We are passionate about people, about being positive and about what's possible

Team Purpose

Aspect Individual & Community Services deliver a flexible and broad range of early intervention, allied health and support services across NSW, ACT, Victoria, and South Australia. Aspect ICS staff work with individuals on the autism spectrum, their families and carers to build practical skills, increase knowledge and opportunities, and encourage positive and meaningful relationships in their community.

Position Purpose

The Aspect Support Coordinator provides coordination and transition supports for autistic children, young people and adults on NDIS plans throughout NSW and Victoria. The role actively supports participants, families and/or carers to identify and coordinate Individual Funding Packages under the NDIS to meet their goals, individual circumstances and level of complexity.

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
Service Delivery	<ul style="list-style-type: none"> • Research, coordinate and manage a range of supports to suit individual needs across multiple providers • Connect and engage with informal and mainstream funded supports which will assist the participant to achieve their goals • Access services within the given annual budget, connect participants with their communities, and encourage participation in both mainstream and community options • Build capacity to maintain support relationships with the end goal being a reduction in the individual's need for support connections • Coordinate and manage individual plans to enable greater independence across all domains of a participant's life • Create LGA specific service data to ensure knowledge and referrals as part of the NDIS plan • Collaborate with and support other staff in the same role across regions. • Demonstrate a high level of knowledge and skills in coordination of supports (case management) to assist people on the spectrum in their community or their home. • Comply with legislation and NDIS' and Aspect's policies and procedures associated with the provision of Disability Support services • Identify potential crisis situations and proactively manage and coordinate to resolution • Work within funding levels associated with each participant's plan • Record progress of goals and report to NDIS accordingly. 	<ul style="list-style-type: none"> • Referral to onboarding rate is high with minimum refusal of service • Participants are set up with services within 8-12 weeks of support coordination commencement • Participants are referred to appropriate supports aligned to their individualised goals, community and within the approved NDIS funding • Current LGA specific provider service data is actively maintained and evaluated for effective referral • Progress reporting is evident on Salesforce and completed within NDIS timeframes • Target hours of billable service delivery are consistently achieved • Time is managed with shift records on Salesforce and according to the hours on the NDIS plan • Crisis situations are effectively managed and resolved in a timely fashion
Stakeholder Engagement	<ul style="list-style-type: none"> • Work collaboratively with key stakeholders to ensure effective coordination of service delivery and develop effective linkages for the achievement of each participant's NDIS goals • Case manage multi-disciplinary teams and services in the coordination of each participant's plan. • Develop and establish effective professional working relationships with funders and community organisations (mainstream and 	<ul style="list-style-type: none"> • Participants are informed of a variety of services in their area and are actively involved. • Communication between Support Coordinator and participants/families is ongoing with regular and accurate

	<p>disability) that enable the delivery of individual outcomes.</p> <ul style="list-style-type: none"> • Provide specialist expertise or advice in their relevant discipline and support the training focus of others within the team. 	<p>progress notes recorded in Salesforce.</p> <ul style="list-style-type: none"> • A service directory is created for areas of all relevant mainstream and disability services with relationships and referrals continuously developed • Positive feedback is received from individuals and families regarding the support coordination provided. • Issues regarding services/plans are resolved in a timely manner
Customer Service and Relationship Management	<ul style="list-style-type: none"> • Advocate for participants in all interactions of service coordination. • Provide exceptional internal customer service on behalf of Aspect • Work with participants and their families / carers and external bodies to understand participants' and families'/ carers' communication preferences and needs • Enhance trust and support by using proactive strategies to facilitate relationship building between Aspect, service providers, participants and families/carers. • Work with service providers to establish an environment in which participants and their families/ carers feel safe, welcomed and free to voice their opinions. • Build positive relationships with service providers, support networks and other relevant people/businesses in the community as appropriate 	<ul style="list-style-type: none"> • Aspect ICS Business Plan actions are achieved • Participant involvement and engagement is increased • Participants are communicated with frequently, verbally and in writing, as appropriate • Communication and required information is provided to meet participants' needs and choices • Positive relationships are created and maintained with all participants and their valued status is always evident • Positive feedback is received from internal and external customers
Capacity Building	<ul style="list-style-type: none"> • Empower participants to exercise choice and control to access a range of formal and informal mainstream and community based supports by identifying opportunities for innovative service delivery. • Continually seek opportunities to build the capacity of participants and their families and enable greater levels of independence. • Develop and strengthen an individual's formal and informal supports. • Actively participate in the development, implementation, monitoring, regular review and reporting of participants' programs with key stakeholders which includes but it is not limited to the following: 	<ul style="list-style-type: none"> • Participants are involved in implementing their plan and are regularly consulted • Participants' comprehension of their NDIS plan is increased with a greater understanding of the NDIS. • Participants are accessing services that will increase their

	<ul style="list-style-type: none"> ○ Determine participant/community risk and prepare risk assessments ○ Review each participant's records, create a 5 point star profile for each participant in accordance with Aspect's Comprehensive Approach and maintain an understanding of their individual needs and support requirements ○ Review goals and measure individual progress and document outcomes with participants and their supports. 	<p>opportunities to achieve their identified goals.</p> <ul style="list-style-type: none"> ● Increase in circle of support for participants, of both formal and informal supports.
Safeguarding the people we support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:</p> <ul style="list-style-type: none"> ● Exercise duty of care in the health, safety and welfare of Participants and ensure they are treated with dignity and respect. ● Follow safeguarding guidelines as outlined in Aspect's <i>Safeguarding the People We Support</i> policy and Code of Conduct. ● Complete mandatory Safeguarding training. ● Maintain a heightened sensitivity to recognising signs of abuse and reporting those signs. ● Alert Coordinator to changes in staff / provider practice that you have witnessed which deviate from policy and procedure ● Request permission from Coordinator before a change is made in the daily program and Alert Coordinator if an unsanctioned change in the program is taking place. 	<ul style="list-style-type: none"> ● Demonstrated evidence that concerns are discussed and reported with management. ● Completion of on-line training on Safeguarding the People We Support. ● Personal commitment and day to day demonstration of competency in Safeguarding the People We Support.
Work Health and Safety	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> ● Take reasonable care for their own health and safety ● Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements ● Report unsafe conditions or practices, and make suggestions to management on improving work, health & safety at Aspect. ● Exercise duty of care in the health, safety and welfare of participants and ensure they are treated with dignity and respect ● Participate in the staff consultation process about work health & safety matters 	<ul style="list-style-type: none"> ● Work, Health & Safety matters are included as part of regular meetings ● Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to

PART B: POSITION CRITERIA

Technical qualification & experience	<ul style="list-style-type: none"> ● Tertiary qualifications in Social Sciences, health or other relevant professional field or a diploma in Disability Services studies with at least two years of experience working with people with a disability.
---	--

	<ul style="list-style-type: none"> • Relevant experience working with people with a disability living within complex situations • Demonstrated experience in interpreting and implementing NDIS plans • Experience working with people living with a disability who may require additional support with their communication or cultural needs and commitment to providing support using an enablement and strengths based approach • NDIS Worker Screening Check and Working with Children Check clearances • Current drivers licence • Current CPR and anaphylaxis certificate (Optional)
Skills & Knowledge	<ul style="list-style-type: none"> • An understanding of the NDIA, the Disability Services Act and standards and Child Protection Legislation. • Thorough understanding of the issues facing people on the autism spectrum within the Australian context • A strong enablement focus and understanding of the strengths based methodology • Well developed problem solving skills and ability to respond in crisis situations • Ability to build rapport quickly with all stakeholders • Excellent phone manner and ability to build and maintain rapport with in all communications • Networking skills to grow knowledge of the local service environment including funded and non-funded services • Ability to interpret NDIS plans and set goals within the support coordination service offering • Excellent time management skills and ability to work autonomously in an office and/or in the community • Ability to remain calm and effective under pressure • Proficient computer and administration skills.
Aspect Leadership Framework	<p>Demonstrated capacity to operate effectively within the Aspect Leadership Framework which addresses four focus areas:</p> <ul style="list-style-type: none"> • <i>People, teams and relationships</i> – how we work with and through people to achieve our goals • <i>Self-leadership and professionalism</i> – how we behave and model personal effectiveness • <i>Vision and outcomes</i> – how we look to the future while keeping an eye on what is happening now • <i>Adaptive leadership</i> – how we lead through challenge, change and uncertainty

PART C: APPROVED BY

Position Approved by: Rachel Kerslake _____ 05/02/2021