

SOUTH BURNETT CTC INC POSITION DESCRIPTION

SUPPORT COORDINATOR CTC DISABILITY SERVICES

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| Position Type | Full Time (38 hours per week) – flexibility and accountability in how these hours are worked to meet the needs of clients – the spread of hours per weekday can range between 6.00am and 8.00pm |
| Program | NDIS |
| Location | 6 Cornish Street, Kingaroy |
| Reports To | Disability Services Manager |
| Headquarters | South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610 |
| Award Conditions | Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Community Services Worker Level 4 (\$41.52 - \$44.68 per hour) depending on skills and qualifications + not for profit salary packaging |

Broad Outline of South Burnett CTC Inc (CTC)

South Burnett CTC Inc (CTC) is a not for profit community organisation providing support to disadvantaged people of all backgrounds and ages in areas including Foster Care, Residential Care, Youth & Family Services, Domestic and Family Violence Services, Disability Services and our Gumnut Place Social Enterprise. We provide a range of services through the South Burnett area with teams operating from Kingaroy, Wondai, Nanango and Murgon.

Program Summary

South Burnett CTC Inc (CTC) is a registered NDIS provider and provides services to participants across the South Burnett including Support Coordination, Plan Management and Frontline Services. We deliver our services with the participant at the front and centre of everything we do.

Position Summary

The Support Coordinator will play a crucial role in supporting and assisting individuals living with a disability to navigate the complexities of the NDIS and make the best use of the supports available in their NDIS Plan. The primary responsibility of the Support Coordinator is to work closely with participants, their families, carers and other relevant stakeholders to understand and use their NDIS Plan to achieve their identified goals; connect with relevant support services, including but not limited to allied health professionals and NDIS providers; and build participant confidence to independently use and coordinate their supports.

Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- Qualifications in disability services, behavioural sciences, social work and/or a human services related field or lesser qualifications and demonstratable experience

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- Industry experience in Support Coordination, case management or other relevant industry experience that demonstrates the ability to engage with and support people living with a disability to access appropriate supports to meet the goals identified in their NDIS Plan
- Strong interpersonal skills and ability to communicate effectively with diverse stakeholders
- Excellent organisational and time management skills
- Conflict management and resolution skills
- Commitment to promoting the rights, independence, and inclusion of people living with a disability
- A strong sense of professional boundaries and integrity
- Queensland Open Driver's Licence
- First Aid and CPR Certificates or ability to acquire

Screening

- Working with Children Blue Card
- NDIS Worker Screening Check
- Ability to meet and maintain any other current or future legislative benchmark requirements and government or organisation mandates

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Time Management and Accountability

- Time management and IT competency to ensure all responsibilities and deadlines are met and to ensure that client files are kept up to date within the required timeframe on a database system

Availability and Flexibility

- Availability and commitment to participate on an out of hours on call roster if required
- Flexibility to adjust hours when required to meet the needs of participants

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| Responsibilities of the Position |
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- Support participants to engage with and access appropriate supports required to progress towards achievement of goals identified in their NDIS Plan
- Understand NDIS plans and funding amounts for each category and ensure when connecting the participant to the NDIS service that any financial impact on budget is discussed
- Support participants to exercise choice and control in identifying and selecting service providers and ensuring an informed decision has been made
- Budget participant supports appropriately and monitor to ensure expenditure is within budget at all times
- Support participants to build capacity and confidence to use and coordinate their own supports
- Coordinate and compile assessments and reports for submission to the NDIS to support the review of participant NDIS Plans as required
- Liaise with, and report as required to, the NDIS and associated organisation in relation to participants and their plans
- Regularly monitor the expenditure of a participant's NDIS plan in order to support them to remain informed as to their rate of expenditure and the potential implications for the remaining duration of their plan
- Deliver services and support with a high level of quality and satisfaction

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- Keep accurate and complete records of work activities in accordance with legislative and operational requirements
- The role will be responsible for managing that 75% of work is billable to ensure the financial sustainability of the service offering

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Disability Services Team as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct
 - CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews

- Regular 1:1 supervision with the Service Manager
- External supervision as required
- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

Confirmation of Understanding and Agreement with the Position Description

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

Staff Member Name: _____

Staff Member Signature: _____ Date: ____/____/____