



Where mental wellbeing thrives

## Position Description Support Coordinator

*"Where mental wellbeing thrives"*

### Position Details

<b>Position Title:</b>	Support Coordinator
<b>Position Level:</b>	Level 4
<b>Award:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	According to employment contract
<b>Hours of Work:</b>	According to employment contract

### Position Summary

Support Coordination includes a variety of activities that supports people with a permanent and significant disability that affects their ability to take part in everyday activities giving people more choice and control over how, when and where those supports are provided. The Support Coordinator will be responsible for helping people to connect to the NDIS and other supports, to build a person's capacity and capability, to broker supports and services, and to monitor plan budgets and the effectiveness of the support they receive.

The Support Coordinator will also have a strong understanding of the NDIS and is required to support people who have coordination of support in their plans to access said supports effectively so that capacity is built whilst always prioritising a person's safety and wellbeing.

Support Coordinators assist a person to build the skills needed to understand and use a NDIS plan. It is important that a Support Coordinator ensures a mix of supports are used to increase the capacity of a person to:

- maintain relationships;
- manage service delivery tasks;
- live more independently; and
- be included in the community.

The Support Coordinator will be responsible for establishing a collaborative relationship with the person whilst ensuring the person has choice and control over how, when and where the supports are provided. Building skills, achieving goals and overcoming barriers become collective activities as a Support Coordinator ensures the implementation of the NDIS plan and oversees engagement and outcomes with funded services/supports. This includes where people have expressed an interest in accessing the NDIS and/or receiving support from Flourish Australia.

### About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting people to thrive and live a contributing life.

#### Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

#### Mission

Working together for optimal mental health and wellbeing.

#### Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.

## **Relationships and Authority**

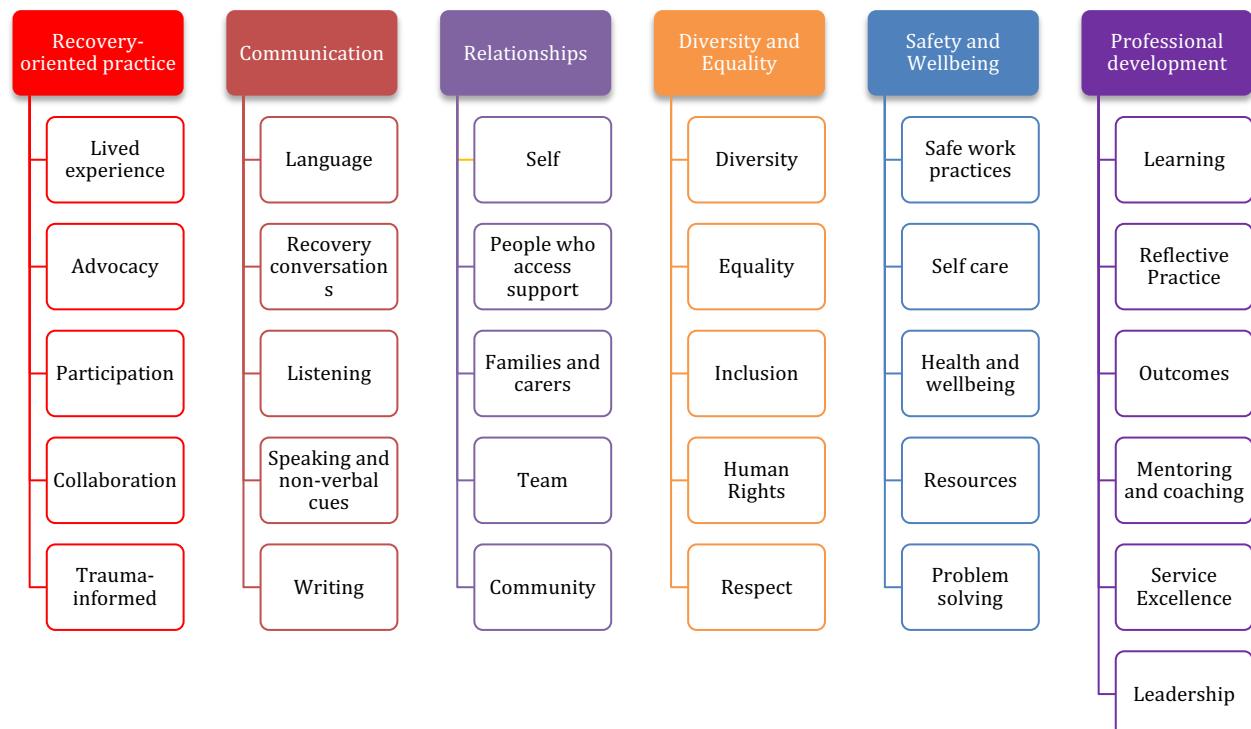
- Reports to: Manager. On occasion, a Support Coordinator may report to a Team Coordinator based on local arrangements.
- Direct reports: Nil
- External: Key external relationships will include Local Health District professionals, clinicians/GPs, agents for Housing, Primary Health Districts, Community Mental Health and Allied Health Service providers and the broader community.

## **Organisational Accountabilities**

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Complete all mandatory training.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

## **Key capabilities**

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia's Capability Framework (below).



## **Position demands/frequency**

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

### *Physical demands/frequency*

<b>Position demand</b>	<b>Frequency</b>	<b>Comments</b>
Standing	Frequent	Continuous and repetitive throughout the work day.

Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills • Hand/arm • Foot/leg	Frequent	Essentially, fine motor skills are required to perform activities of Driving and operating computers
Reaching (overhead)	Occasionally	Continuous and repetitive throughout the work day in residential settings.
Driving	Frequent	Driving may be a frequent activity performed by the staff in this role.
Lifting and carrying • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small.

*Psychosocial demands/frequency*

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g. episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g. child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations

### **Key Tasks and Responsibilities**

- To support people to, and build capacity to, coordinate NDIS plans, negotiate appropriate support and services, and connect with community support and mainstream services.
- Understand NDIS plans and funding amounts for each category and ensure when connecting the person with NDIS service that any over/under spending and impact on budget is discussed with the person.
- Connect the person with the NDIS portal/app.
- Connect the person with relevant supports/services and ensure that an informed decision has been made
- Connect the person with a support/service that encourages engagement, recovery, progress and goal outcomes
- Connect the person with other service providers/supports and ensure continuity of care should Flourish Australia and/or an already engaged service not meet the person's needs
- Explore support options available, and assist people to negotiate appropriate service agreements, aligned with their preferences and needs.
- Liaise with, and report as required to, the NDIA and/or associated organisations in relation to people and their plans.
- Use local knowledge and sector expertise to increase opportunities for people with a lived experience of a mental health issue to be connected in local communities.
- Build the person's and carers' capacity to understand and navigate service systems.
- Provide advice and consultation to people and their families on NDIS pathways and processes as well as provide alternative support options where people are considered ineligible to access NDIS.
- Achieve measurable tasks within key timeframes including securing and implementing funded supports, assessments, and therapies.
- Regularly monitor the expenditure of a person'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 NDIS plan.
- Deliver services and support with a high level of quality and satisfaction.
- Keep accurate and complete records of work activities in accordance with legislative and operational requirements.
- Assist people to identify and develop life roles and identity formation. This includes developing scheduled engagements and determining the purpose of each support while linking this directly to the person's goals and outcomes.
- Support people, families and carers to develop resilience and capacity to navigate the appropriate service systems and be able to do this even when people are in crisis.

- Support people with identifying goals, progress toward goals, and future strategies.

### **Required Skills and Personal Attributes**

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- Have a strong customer focus and desire to help people achieve their goals by utilizing management tools and systems;
- Have excellent networking and liaison skills;
- Have exceptional time management and conflict resolution skills;
- Able to work within a team environment and help others within the team to achieve team objectives;
- Have a good knowledge of local and/or relevant service systems and how to appropriately broker these services;
- Able to work proactively in an autonomous manner and in a team environment;
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and to display empathy;
- Value diversity and be respectful at all times;
- Be committed to professional and ethical conduct including safeguarding and reporting abuse.

### **Key Selection Criteria**

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*"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."*

*Essential:*

1. A tertiary qualification in the behavioural sciences or a health-related discipline.
2. Demonstrated strong time management skills including prioritisation of competing tasks and an ability to work innovatively to solve complex issues.
3. Demonstrated understanding of the challenges faced by people with a lived experience of a mental health issue and how providing a recovery-oriented service is of benefit to people.
4. Understanding of public sector and community-based service systems relevant to people with a lived experience of a mental health issue and psychosocial disability and demonstrated experience navigating such systems and using capacity building and education to achieve positive results.
5. Demonstrated experience in the provision of support and coordination for people with a lived experience of a mental health issue.
6. Demonstrated strong communication, advocacy and interpersonal skills including the ability to liaise effectively with a wide range of stakeholders, facilitate outcomes and prepare correspondence, budgets & reports in clear and concise language.
7. Current Australian Driver's Licence.

*Desirable:*

1. A carer role or having a lived experience will be an advantage.
2. Knowledge of relevant legislative and funding requirements, including knowledge of the NDIS and its processes.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, NDIS Worker Screening Check, and other background checks as required by different State legislation (e.g. Disability Worker Screening check in QLD).

### **Agreement**

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I, \_\_\_\_\_, have read and understand my obligations as a Support Coordinator with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

### **Support Coordinator**

Name		
Signature		Date:

**Nb: A signed copy of this position description must be returned to the People and Culture team.**