



Lifestyle  
Solutions

# Support Coordinator Team Member

# Our Purpose

Providing all people with equal recognition, equal treatment and equal opportunity.

# Our Values

*Own It* - How we get the job done

*Respect Lives Here* - How we treat other people

*Keep Calm & Be Happy* - How we interact with other people

*Make It Matter* - How we make a difference to other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service, and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

# Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.

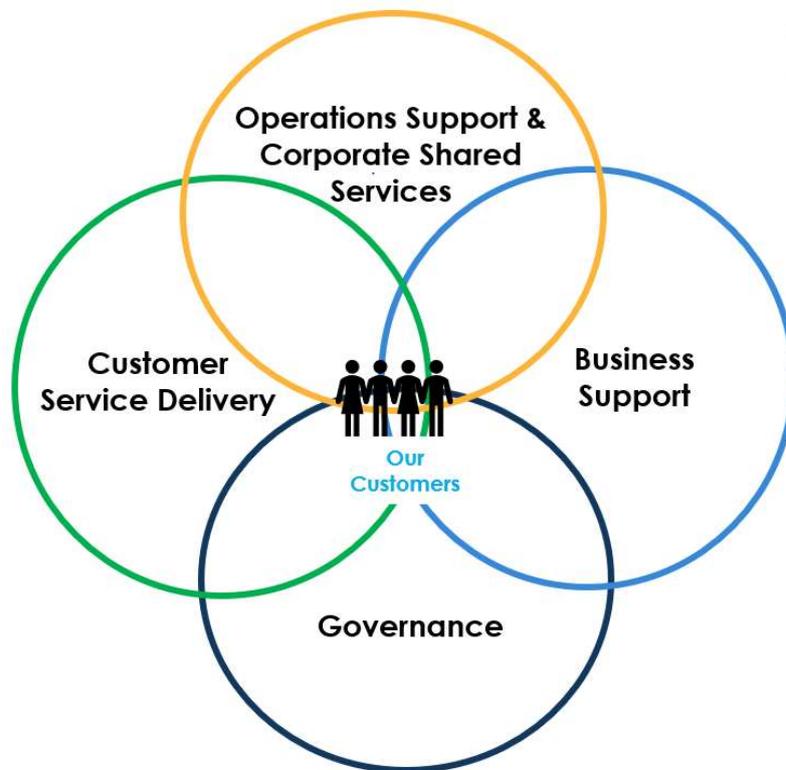


## Position: Support Coordinator Team Member

**Objective:** Support Coordinators are responsible for delivering consistent achievement of the required outcomes for their portfolio and adhering to national standards and agreed group business plans.

### Reporting relationship:

The Support Coordination Team have a set of goals they are responsible for. Team members are mutual accountabilities (i.e. two way) between the various Teams in the Better Services structure. The Organisational Chart below provides an indicative picture of the mutual accountabilities between teams.



### Key functions

#### Responsibility for Coordination & Control

The Support Coordinator is responsible for coordinating and controlling their own work. This means:

1. Negotiate and agree team goals with the Service Performance Team.
2. Be responsible for regularly monitoring Team goals, completed allocated tasks as identified by the Team, reporting progress, identifying and implementing corrective actions and achieving the identified goals.
3. Ensure that the skills are maintained, that are needed to perform your functions/roles and achieve Team goals.
4. Provide back up coverage and perform other duties as required to maintain continuity of contact with other parts of LS and external parties within budget, regulatory and

compliance parameters.

5. Contribute and maintain the tasks allocated in the Team goal setting, via the Team Goals documented plan.
6. Engage directly with the Service Performance Team and other organisational-wide teams as required to comply with organisational protocols and the Support Coordination Team functions.

The table below outlines the key responsibilities of the Support Coordination Team:

<b>Customer Service &amp; Engagement</b>	<b>Safeguarding</b>	<b>Team</b>	<b>Achievement of Goals</b>
1. Actively coordinate, monitor and report on supports in accordance with customer's plans	1. Identify and respond to crisis situations, abuse & neglect, and critical incidents to promote a person's safety	1. Practice Group Reflection & Support	1. Participating in review of workplans and goals
2. Actively support customers to meet their individual goals by identifying and accessing necessary services and supports	2. Maintain knowledge of safeguarding standards and reporting requirements	2. Participate in team-based goal setting and monitoring, (service delivery, financial viability, continuous & quality improvement)	2. Completing set tasks and actions to achieve goals
3. Strengthen a customers' capability to coordinate and implement their supports independently	3. Engage with risk and reporting systems to maintain Customer safety including Carelink, Riskman & SolvSafety	3. Model and promote a culture of a safe, positive and wellbeing within the workplace.	3. Review and monitoring of outputs to inform goals
4. Be responsive and adaptive to meeting changing customer needs	4. Actively promote inclusion & uphold a Customer's human rights	4. Skills Development – provide and share ongoing professional development, skills and knowledge with team members.	4. Proactively working through challenges, blockages or obstacles
5. Identify, develop and support effective communication and partnering with identified stakeholders (i.e. service providers, mainstream services, funding agencies, government departments).			

### Service Delivery Operations

The Support Coordination team is primarily responsible for the delivery of all types of Support Coordination. This means that the Support Coordination Team has a deep understanding of the service delivery, monitoring and performance of Support Coordination, included (but not limited to): Service Agreements, funding viability, customer and stakeholder management, and adherence to Team and Nation wide policy and procedure.

### Local Business Development

The Support Coordination Team plays a key role in enabling quality Customer outcomes according to their identified goals, and supporting local business development activities are deployed to deliver business growth.

In addition, the Support Coordination Team will also drive, develop and deliver community engagement programs, and plan activities that raise brand awareness, community participation and customer experience.

### Service Experience Strategy

The Support Coordination Team will work with the Service Performance Team to deliver plans, approaches and initiatives which enhance the experience for our Customers in line with

increasing brand awareness and / or achieve set business performance and revenue targets.

### Customer Risk and Safeguarding

The Support Coordination team plays a critical role in ensuring people in receipt of any of our services are kept safe; that the people delivering services are kept safe and the first line of defense in risk and safe guarding processes is governed and assured.

### **Responsibilities & KPI's of the Support Coordination Team Member**

Support Coordinator Team Members are responsible for:

1. Maintain a quarterly average of 80% claimable activity of contracted hours.
2. Identify opportunities for new customer relationships and new business acquisition to ensure revenue and activity targets are met.
3. Understanding the needs and experiences of customers (including developing knowledge, upholding their rights regardless of personal values and attitudes, and understanding of cultural backgrounds and perspectives), by supporting Customers to explore and develop connections and supports that support them to reach their goals.
4. Empowering individuals and respecting their right to make informed decisions and choices, by promoting dignity, respect for diversity, privacy and confidentiality.
5. Assisting customers to identify their goals and aspirations and exploring what is possible and facilitation these ideas and aspirations into action, by assisting customers to connect to resources locally and in way that supports inclusion with informal, formal, specialist, community and mainstream services.
6. Negotiate between services to generate effective support plans.
7. Positively promoting a culture of health, safety and wellness within the organisation. This includes understanding the legislative WHS requirements and be familiar with internal controls, policies and procedures.
8. Comply with all Lifestyle Solutions policies, procedures, guidelines, systems and Better Service protocols.
9. Being accountable in ensuring the financially sustainable and operationally efficiency of the organisation. This means operating within service performance parameters.
10. Ensuring continuous improvement within their own teams and includes participating regularly in continuous improvement of initiatives as set out in the strategic plan.
11. Contribute positively to the brand and profile of Lifestyle Solutions in the community.

### **Probity and Work Health & Safety**

All staff within Lifestyle Solutions must adhere to their obligations to maintain appropriate probity clearances and obligations under the relevant Workplace Health and Safety legislation. All staff have a duty of care to take all steps reasonably practicable to ensure their own safety and the safety of others. All staff have an obligation to notify Lifestyles Solutions immediately if there is any event which may affect their ability to meet the requirements of the relevant probity clearances.

### **Team based working, Technology and Systems**

All staff within Lifestyle Solutions must have the skills and attributes for working effectively in a team – based structure. Lifestyle Solutions staff must also embrace all forms of technology (from manual processes and system to sophisticated cloud/mobile software). Collaborative problem solving and continuous improvement are essential requirements for Lifestyle Solutions staff and external parties who provide professional services to the organisation.

## Skills & Knowledge

The skills and experience required by a Support Coordinator Team Member are:

Primary Function	Skills
Support Coordinator Team Member	<p><b>Customer relationship management</b>            Minimum 3 years experience working in disability service sector and/or relevant qualifications in social sciences, disability, community services, psychology, allied health and/or equivalent experience in customer service delivery.</p> <ol style="list-style-type: none"> <li>1. Demonstrated experience providing positive engagement to Customers with complex behaviours, high needs or a wide range of disabilities.</li> <li>2. Demonstrated experience in developing and implementing plans that meet an individual's goals.</li> <li>3. Demonstrated time management and planning skills.</li> </ol> <p><b>Customer acquisition and financial acumen</b></p> <ol style="list-style-type: none"> <li>1. Demonstrated ability to manage a portfolio of customers and meet KPI's.</li> <li>2. Ability to manage service relationships with multiple stakeholders, within plan budget.</li> <li>3. Ability to present at community forums, expos and represent the organisation, with view to develop business opportunity.</li> <li>4. A knowledge of your local area networks and community events, with an ability to maintain networks.</li> </ol> <p><b>Influencing negotiation and collaboration skills</b></p> <ol style="list-style-type: none"> <li>1. Knowledge and understanding of the community services sector with stakeholder management experience.</li> <li>2. Demonstrated ability and commitment to developing a positive team culture through collaborative work, support, supervision and guidance.</li> <li>3. High level of written and oral communication skills including computer literacy and report writing.</li> <li>4. Ability to research solutions and problem solve.</li> <li>5. Experience in conflict resolution.</li> </ol> <p><b>Specialist skills in at least one of the following areas</b></p> <ul style="list-style-type: none"> <li>• Cross cultural</li> <li>• NDIS Mainstream</li> <li>• Due diagnosis or complex support needs (including but not limited to mental health, AOD, justice or education)</li> <li>• Child and Family</li> <li>• Complex case management</li> </ul>

## Acknowledgment of Role Statement

I, \_\_\_\_\_ (print name)

Have read and understand the responsibilities of my employment as a *Support Coordinator Team member* as outlined in this position description.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Return this page with your signed Employment Agreement to:

[peopleandculture@lifestylesolutions.org.au](mailto:peopleandculture@lifestylesolutions.org.au)

or

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People & Culture Systems Support  
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