POSITION DESCRIPTION
Support Coordinator

SERVICE STREAM	NDIS Services
LOCATION	Central Queensland
CLASSIFICATION	Social, Community, Home Care & Disability Services Award 2010
REPORTING RELATIONSHIP/S	Service Development Manager

OUR PURPOSE AND VALUES

Mercy Community supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This position is responsible for working directly with NDIS Participants, their families and carers, formal and informal networks, other service providers and referring agencies to support the Participant to connect with and maintain a variety of relationships which will enable them to implement their NDIS Plan and achieve their goals and aspirations. This will be done by way of a specialist Case Management model of support.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and Values	• Execute the duties and functions of the role within the mission and values of Mercy Community Services. • Participate in mission formation programs and activities as required. • The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.
2. Service Delivery	Undertake all actions necessary to deliver Specialist Support Coordination under the National Disability Insurance Scheme. This is to be done in accordance with the MC Support Coordination service delivery model which: • Supports a person (Participant) to understand and access supports within the NDIS • Supports a Participant's readiness in formulating and articulating their goals and aspirations prior to their NDIS planning meeting • Supports a Participant to advocate for a support package which allows them to meet their goals and aspirations • Supports a Participant to implement the array of supports within their NDIS Plan • Strengthens and supports a Participant's formal and informal support network of providers, and ensure that services offered by these providers are person-centred and are tailored to meet individual requirements of the Participant • Ensures that mainstream service providers (e.g. within the health system, education system, housing, emergency services, and so on) meet their

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KEY PERFORMANCE REQUIREMENTS	
	obligations to the Participant, and that all services (formal and information) are fully integrated into the Participant's life world; • Delivers bespoke training and support to a Participant to enable them to reduce reliance on coordination of supports by way of developing skills to manage the supports in their own life • Provides the Participant and their Guardian/ family as well as the National Disability Insurance Agency (NDIA) with regular reports on outcomes and success indicators, as they relate to a Participant's stated goals and aspirations • Supports a Participant in readiness for NDIS plan reviews, to ensure that their Plan most accurately articulates their goals and aspirations as they develop and grow In executing the MC Support Coordination service delivery model, the Support Coordinator will work within a clinically robust, evidence-based and specialist case management model which is underpinned by the following values: • Impartial • Specialised and practitioner-led • Person-centred • Strengths-based • Purposeful • Systematic • Participatory • Collaborative • Educational and developmental • Reflective • Evidence-based • Culturally appropriate • Timely
3. Leadership	• This position will not have any direct reports at this time; however this role will be required to work with various internal and external stakeholders to achieve outcomes; • Take ownership of the case management of supports and ensure that Support Coordination remains an innovative and responsive NDIS model; • Lead, mentor and support all people (MC colleagues and all citizens in the community) to understand the NDIS and role model Mercy Community Services values and frameworks; • Demonstrate initiative and adaptability within a continually changing work environment.
4. Documentation, Quality Systems & Continuous Improvement	• Comply with all Mercy Community policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements.

Approved By: General Manager Customer Experience and Intermediary Services					
Approval Date:	August 2017	**Implementation Date:**	August 2017	**Review Date:**	August 2019

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	• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
5. Work Health & Safety	• While at work, you must: ○ Take reasonable care for your own health and safety ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you. • Whilst conducting work activities you must: ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment ○ Attend safety meetings and inductions or training and participate in the safety program ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able
6. Other Duties	• Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MC guidelines. • Other duties as directed.

POSITION REQUIREMENTS
Required to have
• Tertiary degree in Social Work, Psychology, Human Services, or related discipline. • Highly demonstrable knowledgeable of the NDIS. • Minimum of three (3) years' experience in case management and/ or case conferencing within the disability sector, health or associated human welfare sectors. • Highly developed adaptable and person-centred communication skills. • Strong networks with human services organisations (upstream and downstream) within the identified region. • Demonstrated intermediate ability to use computer IT systems including MS Word and Excel software.

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• Have and maintain an open Queensland Driver's Licence. • Ability to gain and maintain all relevant and legislative personal history probity checks (incl. Blue and Yellow Card Positive Notice).
Beneficial to have
• Ability to travel if required.

KEY SELECTION CRITERIA	
1.	Strong skills in case management and coordination, including the execution of individual and family support plans which aim to address complexity, overcome barriers and build capacity and independence.
2.	A demonstrated leader in the development and management of mutually beneficial collaborative relationships within communities.
3.	Previous experience in developing effective networks and relationships across agencies in the Social/Community Services industry and relevant government bodies, and drawing on these networks for knowledge, support and resources.
4.	Willing and able to work within a Christian context and Mercy Community mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name *(please print):* _____

Date: _____

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