

# Position description

## Support coordinator- NDIS

### Para-professional

<b>Job family</b>	Specialist and Professional Services
<b>Workforce capability framework level</b>	Level 8 – aligns to SCHADS award Classification 4
<b>Reporting to</b>	Manager
<b>Directly supervising</b>	Not applicable
<b>Date prepared</b>	December 2016

### Position purpose

This position works across the scope of the whole organisation and with external organisations. and provides a centralised intake and planning function. This is a new role to support people with a National Disability Insurance Scheme (NDIS) plan to connect to their communities and access a range of supports across one or more providers.

## Strategic core requirements

Key responsibility areas	Capability requirements	Key performance measures
<b>Sector and organisation purpose and values</b>	<ul style="list-style-type: none"> <li>• Working knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability.</li> <li>• Aligns with sector and organisation approaches and values.</li> <li>• Understands the strategic directions of MDS</li> <li>• Promotes and market's MDS service offerings.</li> <li>• An understanding of NDIS/NDIA and the impact on the sector</li> </ul>	<ul style="list-style-type: none"> <li>• Behaves in alignment with the MDS values</li> <li>• Has an understanding of the business offerings and services, organisation strategy, wider disability sector and the local community.</li> <li>• Provides advice and support to participants (internal and external) in line with MDS's purpose, values and operational needs. Participates in Operational planning meetings and reporting.</li> <li>• Attracts new business and actively contributes to MDS growing in the NDIS implementation</li> </ul>
<b>Leadership and teamwork</b>	<ul style="list-style-type: none"> <li>• Works with other team members across the organisation and with external organisations including higher level roles, sharing knowledge and information.</li> <li>• Participates in professional team meetings.</li> <li>• Plans and schedules own work independently.</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching, mentoring and support is provided to all staff in person centred principles and planning tools such as keeping in touch, and sector information.</li> <li>• Works well within team environments or independently</li> <li>• Plans and prioritising own workload to meet</li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> <li>Monitors progress against work plans and required outcomes and takes appropriate corrective action.</li> </ul>	<p>timeliness and quality requirements.</p> <ul style="list-style-type: none"> <li>Develop and maintains a network of contacts in stakeholder (internal and external) and community organisations appropriate to the role.</li> <li>Achieves good performance outcomes</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Effectively handles complex, sensitive issues and collaborates with other work areas.</li> <li>Uses positive engaging techniques and adapts own style to needs of other person.</li> <li>Has a sophisticated level of verbal and written communication skills. Drafts and liaises on written work; prepares complex management reports.</li> <li>Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner.</li> <li>Has a network of relevant contacts in other work areas.</li> </ul>	<ul style="list-style-type: none"> <li>Completes meetings with participants and their family, carers and significant others, gathering personal information to formulate person centred plans and goals.</li> <li>Utilises IT / Digital technology as appropriate</li> <li>Works with all disability types adapting communication to fit the individual support needs.</li> <li>Communicates effectively with internal customers in the organisation and relevant external stakeholders.</li> <li>Establishes relevant internal and external networks.</li> <li>Completes information sessions for identified target groups (ie preparing for planning within the NDIS)</li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
<b>Customer relationships</b>	<ul style="list-style-type: none"> <li>• Develops the capability to effectively assist customers to address/resolve a range of their needs and expectations, to link into relevant services and to identify personal goals.</li> <li>• Develops working relationships with other work areas to assist in customer service.</li> <li>• Maintains confidentiality and understands diversity.</li> <li>• When required, involves more experienced staff in the more sensitive or serious matters.</li> <li>• Develops working relationships with stakeholders (including families, carers and significant others)</li> </ul>	<ul style="list-style-type: none"> <li>• Liaises effectively with internal and external customers.</li> <li>• Adopts a practical and effective approach to providing services to participants / customers.</li> <li>• Develops a practical knowledge of recovery principles in the context of psychosocial disability.</li> <li>• Exercises judgement about requests and acts appropriately or escalates to Program Managers / Coordinators where necessary.</li> </ul>
<b>Personal accountability</b>	<ul style="list-style-type: none"> <li>• Ensures adherence to organisation policies &amp; procedures and all relevant government legislation and relevant standards.</li> <li>• Recommends changes to procedures and quality standards for own and other work areas.</li> <li>• Analyses and mitigates risk.</li> <li>• Ensures appropriate use of resources.</li> <li>• Encourages others to make a positive</li> </ul>	<ul style="list-style-type: none"> <li>• Complies with safe work practices for self, including adopting a proactive approach to risks and hazard control and minimisation.</li> <li>• Researches and develops understanding of relevant internal and external standards and policies that impact on the role.</li> <li>• Identifies and suggests opportunities for improvements to work practices.</li> <li>• Uses appropriate judgement in relation to</li> </ul>

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	<p>contribution to the work environment and to health, safety and wellbeing.</p> <ul style="list-style-type: none"> <li>Develops the capability to promote and market service offerings.</li> </ul>	<p>allocation and use of resources.</p> <ul style="list-style-type: none"> <li>Demonstrates the appropriate behaviour and communication with customers and stakeholders.</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>Identifies opportunities for innovation.</li> <li>Adopts a creative and resourceful approach.</li> <li>Takes personal responsibility for continuous improvement and quality in own work.</li> <li>Is a creative thinker</li> </ul>	<ul style="list-style-type: none"> <li>Makes recommendations and assists in the development of practice based on experience and contact with internal and external stakeholders</li> <li>Thinks outside the square.</li> </ul>
<b>Experience and qualifications</b>	<ul style="list-style-type: none"> <li>A relevant tertiary qualification and/or equivalent knowledge and experience across all disability types</li> <li>Undertakes regular professional development.</li> </ul>	<ul style="list-style-type: none"> <li>Shows commitment to ongoing professional development.</li> <li>Attends appropriate development activities for role.</li> </ul>

## Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
<b>Person centred knowledge and application</b>	<ul style="list-style-type: none"> <li>Develops understanding of the principles and applies knowledge of the range of individual choices, goals and aspirations; the process of</li> </ul>	<ul style="list-style-type: none"> <li>Uses and provides feedback and suggestions on service coordination and planning tools</li> <li>Researches and builds own knowledge of</li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
	<p>collaborating with individuals to identify these; the process of developing plans which involve multiple services and networks of support.</p> <ul style="list-style-type: none"> <li>• Initiates person centred tools and processes for use by self, participants and staff.</li> <li>• Assists with the implementation and review of person centred tools within service offerings.</li> </ul>	<p>resources and practice.</p> <ul style="list-style-type: none"> <li>• Identifies needs and issues for own professional development.</li> <li>• Participates in coaching and mentoring opportunities.</li> </ul>
Service delivery	<ul style="list-style-type: none"> <li>• Engages with participants to gather required information to assist in identifying appropriate supports and services</li> <li>• Assists with establishing links for the delivery of more complex disability support which can involve multiple service offerings/programs.</li> <li>• With necessary guidance, refers a person appropriately and able to advocate for the person if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Responds to support coordination enquiries for new participants and works with existing participants to identify individual goals and relevant supports.</li> <li>• Efficiently manages appointments. Conducts meetings with participants and families / carers.</li> <li>• Appropriately records progress and agreed outcomes and actions.</li> <li>• Seeks guidance to achieve appropriate internal referrals or to other services.</li> </ul>

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Service outcomes, developments and evaluation	<ul style="list-style-type: none"> <li>• Completes feedback activities with participants using specific tools to measure progress and to adjust support provided to the person.</li> </ul>	<ul style="list-style-type: none"> <li>• Seeks feedback directly from participants on their satisfaction of service / participation and provides this feedback to Program Managers</li> </ul>
Participation and inclusion	<ul style="list-style-type: none"> <li>• Works with participants to identify opportunities to increase individual goals and choices</li> </ul>	<ul style="list-style-type: none"> <li>• Has knowledge across all life learning areas (eg accommodation, equipment, family support, recreation, community, employment and education)</li> </ul>
Community engagement and education	<ul style="list-style-type: none"> <li>• Develops capabilities and assists in the implementation of community knowledge sharing, training and coaching activities and plans.</li> <li>• Assists in identifying and assessing needs.</li> <li>• Assists in developing and maintaining networks of community organisations and volunteers.</li> <li>• Excellent customer service engagement skills</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes appropriate links to other professionals in the organisation and in the community.</li> <li>• Participates in community events.</li> <li>• Participates in knowledge sharing with MDS staff</li> <li>• Supports clients in accessing the relevant contacts and community connections.</li> <li>• Responds to needs expressed by the client, making recommendations and suggesting solutions.</li> </ul>
Reporting,	<ul style="list-style-type: none"> <li>• Prepares case notes and plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports and documents files appropriately</li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
documentation and administration	<ul style="list-style-type: none"> <li>Effectively uses technology; captures necessary data.</li> <li>Ensures preparation for meetings</li> </ul>	<ul style="list-style-type: none"> <li>Makes appropriate recommendations</li> <li>Follows procedures in relation to files, data, clinical information and records.</li> </ul>