

Position Description

Position	Support Coordination/Recovery Coach	Award Level	SCHCADS Level 4
Program	Support Coordination	Location	Various
Reports to	Support Coordination Lead		

One Door Mental Health (ODMH) is a leading for-purpose service provider for people living with mental illness, their families, and carers.

About the Position

The NDIS aims to give people with disability better access to personalised, high quality, and innovative supports and services. A specific focus is to enhance the independence, social, and economic participation of people with disability and their carers. The NDIS uses a person-centered approach that aims to increase choice and control.

The Support Coordinator/Recovery Coach will work with consumers to support the implementation of their NDIS plan. This includes assisting the consumer to locate the services and supports that they require to meet the goals in their plan and to maintain their linkages to other services including housing, health, and education. The Support Coordinator will also assist consumers with budgeting funds and navigating the various NDIS systems.

The Support Coordinator will work with the consumer to build their capacity to achieve greater independence to self-manage their services and supports in the longer term. They will also be required to provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency.

What we ask of you

1. Maintain a very good working knowledge of the NDIS support items under the NDIS Guidelines
2. Provide Support Coordination services for our One Door NDIS consumers
3. Liaise and network with service providers and stakeholders
4. Understand NDIS funding and be able to negotiate services with preferred providers
5. Determine budgets for support items and services
7. Attend regular meetings with consumer and service providers to ensure supports are adequate to the consumer's needs
8. Provide reports to the NDIA at the required timeframes (8 weeks and end of plan reports) on the outcomes and success indicators of the consumer's plan
9. Develop NDIS Service Agreements with consumers
10. Attend NDIS meetings with consumers and other key stakeholders as required for plan reviews
11. Assist consumers to prepare for plan reviews by documenting goals achieved, solutions to problems experienced, and consider new goals
12. Maintain up to date case notes, risk assessments, and other required information and ensure this is recorded into the Client Management System
13. Ensure that One Door Mental Health achieves its aims for each individual and operates in accordance with guidelines and the relevant policies and procedures of One Door including WHS, Code of Conduct, Confidentiality, Privacy and Quality
14. In addition to the above responsibilities, you are required to also perform any other reasonable duties as directed from time to time

Your key skills and experience

1. Ability to exercise personal responsibility and take initiative
2. Demonstrate values consistent with person-centered ways of working and supporting the consumers choice and control
3. Relevant tertiary qualifications in mental health, health or welfare degree, or Cert IV in mental health and substantial years of relevant experience, or equivalent level of expertise attained through previous employment, service, and study.
4. Minimum 3 years work experience in a mental health environment and a thorough understanding of recovery-oriented principles in the mental health setting
5. High level of skills in communication, liaising, and negotiation
6. Ability to organise and priorities work, while managing competing demands and tight deadlines
7. Strong local knowledge of the relevant health and welfare sectors
8. Exceptional organisational skills, accuracy, and attention to detail
9. A strong capacity to work with challenging issues, at the consumer, service delivery and system level
10. Demonstrate experience in building and maintaining partnerships across a broad range of sectors
11. Sound IT competence with Microsoft programs, Consumer Management Systems, electronic timesheets, and ability to adapt to new systems as they are introduced
12. Ability to use culturally safe practices in supporting Aboriginal and Torres Strait Islander peoples
13. Ability to work with culturally and linguistically diverse peoples
14. Ability to work with individuals who identify as LGBTQI+

Desirable

15. Experience in working with staff and volunteers with a lived experience
16. An understanding of trauma-informed practice
17. An understanding of the importance of working collaboratively with carers and families