

## Position Description – Support Coordinator (NDIS)

### SECTION A: POSITION DETAILS

<b>Position Title:</b>	Support Coordinator (NDIS)
<b>Remuneration:</b>	Level 4 SCHADS Award
<b>Reports to:</b>	Senior Support Coordinator (NDIS) or relevant Manager

### Organisation Profile

Richmond Fellowship Queensland (RFQ) is a well-respected not for profit company and leading provider of psychosocial mental health services, serving the Queensland community for 40 years.

Richmond Fellowship was founded in Richmond, England, in 1959 and it became a worldwide mental health movement. RFQ is a member of the Richmond Fellowship Asia Pacific Forum and Richmond Fellowship Australia.

RFQ builds on its traditional values and strong mission focus with our own progressive thinking, advanced research and best practice service delivery. The organisation provides a professional work environment with a commitment to the development of its leadership team and all staff. RFQ also provides an ethos where people find meaning in the higher purpose of serving the community.

The organisation employs staff across multiple service sites in the wider metropolitan area, Caboolture, Redcliffe, Redlands, Logan, West Moreton, Darling Downs, Wide Bay, Gold Coast, Sunshine Coast and Townsville. RFQ has multiple formal partnerships with Hospital and Health Services, Primary Health Networks and complementary partner organisations.

Further information about RFQ can be found at: [www.rfq.com.au](http://www.rfq.com.au)

### Purpose of the Position

The position is responsible for providing time limited and focused capacity building support to clients to implement their NDIS Participant Plan.

### Terms of Employment

RFQ is a party to the *Social, Community, Home Care and Disability Services Industry Award 2010* (Modern Award). The terms and conditions of employment are contained in the organisation's Contract of Employment which reflects the Award.

The position works normal business hours but may be expected to work outside these hours in the performance of the role commensurate with the remuneration and responsibilities of the role.

Hours of work also reflect RFQ's family friendly philosophy. Some travel may be required.

This position is subject to a 6 month probationary period.

### Reports and Accountability

This position is accountable to the Area Manager through the Senior Support Coordinator (NDIS) for:

- achievement of organisational, program and position purposes and goals
- implementation of position responsibilities

- implementation of RFQs policies, operational requirements, work practices and service systems and strategies
- achievement of high standards for professional practice and duty of care within the program, and
- use of the resources of the organisation as required by operational procedures or standards or directions, or where there are no specific guidelines or directions, to standards that would reasonably be expected to apply in the particular circumstances.

## SECTION B: KEY RESPONSIBILITIES

- Support and foster a program culture which values lived experience, promotes genuine and open relationships, conflict resolution, responsibility for self, mutual respect, personal growth and other centredness founded on support values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning
- Provide client support in accordance with RFQ's Model of Practice including skills development, capacity building and community connections, assigned tasks and activities and as outlined in clients' Schedules of Support
- Undertake client assessments and reviews including risk assessments in accordance with RFQ's Model of Practice
- Support clients to identify goals and support needs in line with NDIS Support Plans or other funding agreements
- Maintain oversight of individual Service Agreements to ensure contractual obligations are met
- Provide on call services as rostered
- Work collaboratively with internal and external stakeholders to support clients with skills development, capacity building and community connections
- Participate in relevant networks and community meetings with a view to maintaining and sharing up to date knowledge of the community and mental health sector and services and resources and opportunities for clients and RFQ
- Undertake duties in accordance with the approved roster and in response to direction from Line Managers
- Provide prompt advice to Line Managers about any issues impacting on RFQ's ability to meet its commitments to clients and/or contractual obligations
- Make accurate and timely written records in accordance with organisational requirements using office based and mobile technologies for record keeping and reporting
- Produce informative reports as required about activities within nominated areas of responsibility
- Actively and constructively contribute to a team environment through open and respectful communication and by participating and supporting others to participate in meetings and organisational planning and review processes
- Make financial purchases within RFQ's financial delegations and policies and procedures and with regard to maximising the efficient use of resources
- Participate in supervision and performance review processes and take an active role in identifying professional and organisational development needs
- Actively contribute to RFQ's continual improvement including identifying opportunities for improvements sharing innovative ideas and practice and utilising new technologies
- Maintain awareness of organisational policies, procedures and processes as documented in RFQ's Quality Management System

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- Identify, record and report on hazards, incidents, risks, client feedback (including compliments and complaints) and opportunities for improvement
- Take reasonable care of own health and safety and not adversely affect the health and safety of others
- Perform other tasks with appropriate supervision as may be required from time to time.

### SECTION C: KEY PERFORMANCE INDICATORS

**Service Delivery:** The Area Manager is supported with the delivery of supports to clients, consistent with RFQ's Vision and Strategy, policies and procedures, and practice models, with performance requirements met and risks managed.

**External relations:** Positive working relationships are developed with external stakeholders at relevant levels of the service delivery system.

**Staff relationships:** Client outcomes are facilitated through working effectively as a member of a team, displaying sound professional judgement and working together to deliver a quality service.

**Organisational Culture:** The Vision and Strategy and values of the organisation are promoted and role modelled in all relationships.

### SECTION D: SELECTION CRITERIA

#### Qualification:

- Degree in human services or related field or equivalent and demonstrated previous relevant experience; or Certificate IV/Diploma in Mental Health or equivalent and significant demonstrated previous experience working with people with mental illness.

#### Experience and Skills:

- Ability to develop and implement support plans with clients of RFQ based on detailed knowledge of client issues and the RFQ model of practice.
- Demonstrated ability to support teams and facilitate productive working relationships.
- Demonstrated understanding of the community and/or mental health sector and an ability to work collaboratively with internal and external stakeholders to support clients and the organisation to achieve identified outcomes.
- Demonstrated effective interpersonal, oral and written communication skills including the ability to persuasively advocate for clients and the organisation and an ability to make accurate and timely written records.
- Demonstrated ability to plan, manage, prioritise and delegate work to achieve team and individual priorities and capacities.
- Have proven skills and abilities, or the ability to rapidly acquire, in relation to a range of software applications on office based and mobile technology.
- Demonstrated ability to work within a framework of organisational policies, procedures and standards, work health and safety requirements and codes of ethical behaviour.

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**Attributes:**

The successful applicant will:

- Be compassionate, ethical and objective
- Be highly organised and dedicated
- Have the ability to develop genuine and open relationships with a range of stakeholders
- Be flexible, with the ability to respond to changing requirements and timeliness
- Have the ability to work both autonomously and in a team environment
- Enthusiastically embrace the mission and values of the company

**SECTION E: MANDATORY REQUIREMENTS FOR POSITION**

- Minimum qualifications and experience are met according to the selection criteria
- Disclose any health condition of which the employer would need to be aware in fulfilling its duty of care to the employee
- Open drivers' licence and access to a registered roadworthy vehicle with minimum third party property insurance.
- Undergo criminal history screening and obtain and maintain a positive notice and Yellow Card pursuant to the Disability Services Act 2006 (Qld)
- Queensland Corrective Services criminal history check (if applicable)

**Authorised by Chief Executive Officer:**

**Date:**



22/6/20