

Position Description – Senior Support Coordinator (NDIS)

SECTION A: POSITION DETAILS

Position Title: Senior Support Coordinator (NDIS)

Remuneration: Level 5 SCHADS Award

Reports to: Coordinator 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 operates across 14 service sites in the wider metropolitan area, Caboolture, Redcliffe, Redlands, Logan, Ipswich, Toowoomba, Maryborough and Bundaberg. 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

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. The position also has a role in assisting supervisors with their supervisory responsibilities, consistent with RFQ's recovery practice models.

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 Coordinator or relevant Manager 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

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- 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 centeredness founded on values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning
- Creatively and resourcefully support clients to utilise their support budgets to achieve their goals
- Strengthen and enhance clients capacity to self-direct, coordinate supports, monitor plan outcomes and expenditure, and participate in the community
- Assist clients to prepare for plan reviews
- Resolve points of crisis, develop capacity and resilience in clients networks and identify strategies and solutions for managing risks
- Coordinate and undertake client assessments, reports, and service proposals
- Communicate effectively within a confidential network
- Assist in the supervision of staff to ensure RFQ is meeting its commitments to clients and contractual obligations, and to support and develop staff's skills, knowledge, abilities, and wellbeing
- Develop effective partnerships and work collaboratively with service providers, carers, and families to ensure effective formal, informal, and mainstream supports are delivered
- Participate in relevant networks and community meetings with a view to maintaining and sharing knowledge of the community and mental health sector, services, resources and opportunities for clients and RFQ
- Ensure administration is effectively completed including keeping concise case notes and accurate record keeping in line with RFQ's Conflict of Interest Policy
- Provide timely data provision and analysis to meet all contractual obligations
- Provide prompt advice to line Managers about any issues impacting on RFQ's ability to meet its commitments to clients and/or contractual obligations
- 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
- Perform other tasks as may be required from time to time.

SECTION C: KEY PERFORMANCE INDICATORS

Leadership: The CEO and delegate(s) are supported with the operational leadership and management of the company.

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Service Delivery: The Area Manager is supported with the delivery of NDIS support coordination 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 and improvements and efficiencies are achieved in service provision, care coordination, and systematic advocacy.

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 a human services or related field with at least one year relevant experience; or less formal qualifications with substantial years of experience.

Experience and Skills:

- Demonstrated ability to identify strategies and solutions for managing risks, seeking relevant assessments, and associated service design in the context of social disadvantage such as people with severe and persistent mental illness
- Demonstrated ability to support client goals 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.

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

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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 either third party or comprehensive insurance cover
- 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