

Position Description

Position Title:	Support Coordinator	Division:	Support Coordination and Case Management
Position Reports to:	State-Wide Group Manager, Support Coordination and Case Management	Direct Reports:	Nil
Classification	Staff Terms & Remuneration Agreement (STAR)	Band	F
Approved by:	State-Wide Manager, Support Coordination and Case Management	Date approved	December 2018

Primary Position Objective:

To provide high quality Support Coordination for NDIS participants who have complex and multiple disabilities and facilitate the implementation of all supports identified in a participant’s plan. The role is focussed on strengthening a participant’s ability to navigate the NDIS and empower participants to access and co-ordinate supports to enable each person to participate more fully in their community of choice. The Support Coordinator plays an integral role in the development and achievement of a participant’s goals to maximise opportunity and independence.

Organisational Overview

Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people with a disability. Yooralla employs over 2000 Yooralla employees who provide services to people with disability across Victoria.

Vision

A world where people with disability are equal citizens

Mission

To provide quality, sustainable and flexible services that uphold human rights and create opportunities, empowering individuals to live the life they choose

Values

- Customer Focused** in our service, creative in our solutions
- Courageous** in speaking up, determined in facing challenges
- Authentic** in our relationships, honest in our conduct
- Accountable** in our work, responsible for our actions
- Respectful** of choices, embracing of diversity
- Passionate** about our work, driven by our vision

Organisational Accountabilities (applicable to all employees)

Positive Working Relationships

- Demonstrated ability to work as part of, and contribute to, a person centred team.
- Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes.
- Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer.

Customer Safeguards and Wellbeing

Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.

- In providing quality services, Yooralla staff must comply with
- the Disability Service Standards
 - Victorian Charter of Human Rights and Responsibilities Act 2006
 - the Principles and Objectives of the Disability Act 2006
 - the United Nations Convention of the Rights of Persons with Disabilities 2006
 - the Child Safety Standards

Cultural and Linguistic Diversity

Undertake all interactions with customers and co-workers in a culturally sensitive manner.

Occupational Health and Safety

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:

- Work in a manner that considers the health and safety of self and others
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances
- Ensure that all work areas are maintained in a safe condition
- Complete site induction
- Identify, report and record all safety hazards, incidents and injuries
- Participate in OHS training programs
- Participate in OHS consultation and communication meetings
- Wear and maintain personal protective equipment and clothing correctly

Quality Assurance and Continuous Improvement

- Attend meetings, workshops, conferences and training as required.
- Become familiar with and follow Yooralla's policies, procedures and management instructions.
- Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.
- Strive for and promote a continuous quality improvement culture in the quality system and work practices, and offer strategic advice to improve customer relations.

Position Description

Decision Making Authority:

Please refer to the delegation schedule available on the Yooralla Intranet <http://intranet.yooralla.com.au>

Position Specific Responsibilities

Key Result Area

Support Coordination and Case Management

- Coordinating a range of supports under the NDIS

Key tasks

- To manage a caseload that comprises people with a disability, purchasers, their families and networks who present with a variety of needs or service requests, in accordance with relevant legislation and specified within professional practice guidelines.
- Fully understand the environment in which the participant is living and be able to respond to and resolve, crisis circumstances that impact on the participants' ability to achieve their goals
- High level knowledge and skills in coordination of supports to assist people with a disability in their community or in their home
- Excellent Understanding of the Disability Act 2006 and the National Disability Insurance Act 2013 and understanding of the policies and procedures generally associated with the provision of Disability Support Services
- Assist participants to connect to and engage with, informal and mainstream funded supports which will assist the participant to achieve their goals
- Understand the different levels of Support Coordination with each individual you support (Support Connection, Coordination of Supports, Specialist Support Coordination)
- Work within the funding levels associated with each client (continually track and monitor billable hours)
- Develop and record progress of goals for clients that are specific, measurable, achievable, relevant and time limited (SMART)
- Build capacity in participants to maintain support relationships with the end goal being a reduction in the customers need for support coordination
- Continually gather and document relevant information about participants from other services for the development of evidence based reports and updates

Indicative Time

70%

	<ul style="list-style-type: none"> • To support individuals to navigate the service system and explore a range of service options available to them within their community. • To implement, monitor, and review the effectiveness of an individual supports and negotiate supports as agreed/funded and/or as appropriate. • Manage your own time, set priorities, plan and organise your own quality work to achieve specific objectives • Empower participants to exercise choice and control to access a range of formal and informal mainstream and community-based support, by identifying opportunities for innovative service delivery • Continually seek opportunities to build the capacity of clients and their families enabling greater levels of independence • Ensure that management are immediately informed of any participant and/or staff issues that arise and ensure appropriate reporting mechanisms have been followed 	
<p>Collaboration and Community Connections</p>	<ul style="list-style-type: none"> • Liaise and work collaboratively with key stakeholders to establish a mutual goal of coordinating service delivery and developing effective linkages relevant to the achievement of the individuals NDIS goals • Ability to effectively manage complex multi- disciplinary teams and services in the coordination of a participants plan • Coordinate external meetings with clients, significant others and providers and follow up any outstanding actions in a timely manner • Develop and establish effective professional working relationships with funders and community organisations (mainstream and disability) that enable the delivery of client outcomes • Contribute knowledge in establishing procedures in the appropriate work-related field. • Provide specialist expertise or advice in their relevant discipline and support the training focus of others within team • To maintain accurate and comprehensive client information by maintaining up to date electronic file notes and maintenance of databases in order to monitor effective service delivery. • Adherence to and actively promote Yooralla’s Mission, Vision and Values, professional 	<p>15%</p>

Position Description

	service standards, and the Disability Service Standards.	
Participation as a team member at program, divisional and organisational levels	<ul style="list-style-type: none"> • Develop and maintain an inter-program and intra-program interface and learning opportunities. • Contribute to a well-functioning team environment within the program and within the regional office • Provide mentoring, support and training assistance for new or less experienced team members • Use initiative when participating at all levels of the organisation and provide creative suggestions as the opportunity arises. • To participate in Reflection and Development and training both internally and externally as required. 	10%
Provide input into Support Coordination and Case Management program policy and planning processes	<ul style="list-style-type: none"> • Assist the Team Manager to develop and review policy and procedures with regard to the provision of Support Coordination and Case Management services, and identify areas for continuous improvement • Assist in the development of annual goals and objectives for the Support Coordination and Case Management team • Maintain appropriate mechanisms for the facilitation of customer/participant and family input into decision-making 	5%

Selection Criteria

Mandatory Requirements

Current National Police Record Check
 International Police Check (if applicable)
 Current driver's licence to drive in Australia
 A current Victorian Working with Children Assessment Notice
 Not listed on the Disability Worker Exclusion Scheme

Position Description

Qualifications	A tertiary qualification in a relevant discipline appropriate to disability, allied health, social science or welfare practice
Professional Experience	<ul style="list-style-type: none"> • Relevant Experience in the human services area • Experience in working with complex clients and families • Considerable relevant experience in case management within disability services. • Experience in conducting needs based assessments • Experience in multidisciplinary case management across settings/domains
Key Knowledge Areas	<p>Knowledge of:</p> <ul style="list-style-type: none"> Disability Act 2006 Disability State Plan Vic 2017 – 2020 Individual Support Package Guidelines Disability Support Register guidelines and application process. Department of Human Services resource allocation practices. Familiarization of individualised funding principles and history. National Disability Insurance Scheme National Disability Insurance Agency National Disability Insurance Act 2013 Victorian Quality Framework for Disability Services Victorian Charter of Human Rights and Responsibilities Person Centred Thinking and Practice <p>Understanding of community for self and others.</p> <p>A sound mathematical understanding and effective budget planning</p> <p>Development and/or use of relevant planning tools and practices.</p>
Personal Skills and Attributes	<ul style="list-style-type: none"> • Effective time management • Professional & Positive Work Ethic • Team skills • Ability to initiate and maintain contacts with a broad range of people and community organisations to ensure clients' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the and their carer/s • Excellent relationship building skills and the ability to solve complex problems and communicate

- appropriately with various diverse linguistic/cultural community members
- Excellent communication skills, both written and verbal and the ability to communicate in a positive and collaborative way
 - Demonstrated ability to manage financial resources in a complex environment
 - Excellent initiative and self-directed work practices as well as highly developed organisational skills