

Position title:	Support Coordinator
Location:	Chatswood
Reports to:	Support Coordination
Award / agreement:	SCHADS Award/NES
Date:	August 2021

The Housing Connection	
Our Vision: Rewarding and valued lives for all people with disabilities. Our Mission: <ul style="list-style-type: none"> To support people who have intellectual and other disabilities to live fulfilling lives in the community, as independently as possible Place the people whom we support at the centre of all we do. Their unique and individual needs determine the services we deliver Support, train and value staff to make this Mission real. Manage ourselves responsibly to ensure our long-term viability. 	At THC we value: <ul style="list-style-type: none"> Social Justice Passion Integrity Social Inclusion Respect Effectiveness
Role purpose: To assist each person with disability to implement their NDIS plan in a manner that maximises their goals and develops their individual capacity.	
Scope: <ul style="list-style-type: none"> To ensure delivery of high quality, individually tailored advice and information To facilitate capacity building with participants, including flagging risks – physical, emotional, financial. Building collaborative relationships & partnerships across disability and mainstream networks Support innovation and creative thinking in supporting participant outcomes. 	
Areas of responsibility :	
AREA:	RESPONSIBILITY
Maintain client's best interests	<ul style="list-style-type: none"> Ensure the rights, needs and interests of clients are addressed effectively. Understand the needs and experiences of clients. Ensure that the dignity, privacy and confidentiality of clients are upheld at all times. Respect the right of clients to make informed choices. Ensure the clients are supported to maintain and receive support they need to achieve their goals. Support clients to work towards their goals and outcomes.
Support Coordination (SC)	<ul style="list-style-type: none"> To work constructively with the participant and their circle of support. To maintain constructive working relationships with external providers. Liaise with plan managers to establish appropriate claim processes and the actual claim outcomes from the client's support funding allocations

	<ul style="list-style-type: none"> ▪ Assist clients and client families to find and establish community links and activities that will be able to be accessed by the client to enhance their individual participation and inclusion. ▪ Provide evidence of activity and advisory services to clients and client families regarding community access and inclusion. ▪ Work with clients and client families to enhance the client's supports, encouraging client to self-direct and providing clients with support to resolve problems or issues that arise. ▪ Support clients and their families to understand their service agreements and their responsibilities and how to change or end a service agreement. ▪ Active monitoring of client's support and support outcomes and the extent of support and goals achievement in accordance with the NDIS funding allocations for each service or activity. ▪ To deliver SC support within participants funding portfolio. ▪ To raise concerns around client funding need with your immediate supervisor ▪ To work within the NDIA operational guidelines for SC's, with a focus on assisting participants to implement and make the most out of their plan ▪ To work with team members to identify preferred suppliers and shared knowledge, best practice and opportunities to potentially be leveraged to the advantage of participants. ▪ To have a current service agreement in place for all participants ▪ To check each participants NDIA plan for the required SC booking and service agreements ▪ To support each participant to develop an annual budget to maximise the use of their plan ▪ To maintain an accurate record, and accountability, for services delivered and claimed ▪ To ensure SC hours of delivery are processed and accounted for fortnightly
Collaborative Relationships	<ul style="list-style-type: none"> ▪ Work collaboratively, constructively and engage actively with stakeholders to develop and maintain beneficial client relationships and to support their outcomes, appropriate to each clients' needs and wants. ▪ Support a culture and philosophy of quality in practice, in service provision in the areas of positive support, therapeutic support and tailored environments for clients.
Training and Professional Development	<ul style="list-style-type: none"> ▪ Develop the skills and knowledge required to competently and safely undertake all tasks involved in the role. ▪ Complete the orientation and induction program including all compulsory training. ▪ Engage in ongoing professional development, performance reviews and supervision. ▪ Develop increased knowledge of theories and policies underpinning works in the human development and disability field including Social Role Valorisation (SRV) and rights perspectives.
Professional Conduct	<ul style="list-style-type: none"> ▪ Adherence to the Code of Conduct, THC's mission, values and maintain a high standard of performance in service delivery.

	<ul style="list-style-type: none"> ▪ Communicate effectively and contribute positively in maintaining a team culture. ▪ Engage in meetings and other forums. ▪ Receive support, guidance and training for issues identified in supervision or performance development ▪ Ensure performance of all duties is in accordance with the principles and philosophies of the organisation, and organisational objectives. ▪ Represent the organisation positively to stakeholders.
Planning, reporting, systems development	<ul style="list-style-type: none"> ▪ Contribute to review of systems, organisational policies and procedures ▪ Provide reports as required on services delivered and invoiceable hours ▪ Support the implementation of new ICT systems and outcome measurement projects and other continuous improvement projects ▪ Participate in the monitoring, evaluation and audit of service delivery.
WHS and Risk Management	<ul style="list-style-type: none"> ▪ Perform work in a manner that promotes the health and safety of all staff, clients, visitors, and community members as per the WH&S management system, specific project procedures and safe working practices & procedures. ▪ Participate in hazard identification, risk assessment, incident and injury management and reporting procedures. ▪ Follow infection control and prevention procedures. ▪ Implement emergency evacuation drills as requested. ▪ Follow guidelines for safe manual handling and the safe storage of hazardous substances and household chemicals. ▪ Ensure that each participant has a risk assessment in place and any known risks are identified and appropriately managed. ▪ Ensure all WHS policies and procedures are implemented. ▪ Demonstrate timely and effective management of complaints from stakeholders.
Profile and Reputation	<ul style="list-style-type: none"> ▪ To identify promotional opportunities and cross referral opportunities. ▪ To maintain a register of preferred providers. ▪ To enhance the profile and reputation of THC via events, networking, public speaking/promotional opportunities.
<i>Other duties as directed from time to time within your skills range and capacity.</i>	

Key Working Relationships:

Internal:

- Chief Executive Officer
- Manager, Client Services
- Operations and Administration Manager
- Support Coordinator and NDIA Lead (Direct Report)
- Finance and plan management team
- Reception
- Team Leaders
- All THC employees

External:

- NDIA
- Service providers
- Training providers
- Peak and industry bodies
- Participants and their families

Skills, Knowledge & Experience:

Minimum requirements:

- Minimum five years experience working with people with disability and their families in community settings Or Social Work or other equivalent qualification with two years relevant work experience.
- Demonstrated understanding of the NDIA and the disability and community services sector.
- Demonstrated problem solving capacity
- Excellent communication skills

Desirable requirements

- Specific experience in supporting adults with intellectual, psychosocial disability and those with complex support needs.
- Experience is a similar role.

Core Behavioural Competencies:

Competency	Expectation
1. Organisational Vision & Values Demonstrating, enhancing, protecting and encouraging the organisation's culture with a commitment to the organisation's mission and values through appropriate organisational structures and practices.	<ul style="list-style-type: none"> • significant working knowledge of human rights based approaches in the disability sector and the individual and community identity and context; • significant knowledge of the role, vision, mission and values of the organisation; • understands and can demonstrate sector direction and the organisation's strategic plan; • exemplifies the core values in work on an ongoing basis; • encourages sector and organisation approach and values in other team members; • shares stories of those exemplifying the core values in their behaviour; • recognises those who exemplify the core values.
2. Collaboration & Teamwork Demonstrates the ability to work	<ul style="list-style-type: none"> • actively facilitates relationships between teams to ensure the achievement of organisational goals; • personally collaborates with peers to achieve organisational goals; • leverages information appropriately;

<p>cooperatively and effectively with others on a team to achieve goals; involves others in solving problems and making decisions; shares information and responsibility with others.</p>	<ul style="list-style-type: none"> • takes proactive measures to understand the goals of counterparts; • facilitates communication across business teams; • promotes a culture of teamwork and open communication within own function; • prioritises business / team goals
<p>3. Interpersonal Effectiveness</p> <p>The ability to relate well to all kinds of people; establishing a connection and affinity with others easily and quickly; demonstrating interpersonal sensitivity; communicating well with others; cultivating productive working relationships.</p>	<ul style="list-style-type: none"> • varies communication style and/or method to enhance audience understanding; • uses body language to support the verbal message; • checks for understanding when delivering information to others; • communicates opinions, ideas and/or facts clearly to internal and external stakeholders; • presents information and ideas clearly and confidently in a group situation; • uses well researched & logical arguments; • able to resolve conflict; • explores the needs and ideas of others and seeks their input; • identifies points of agreement and/or disagreement; • seeks common understanding; • identifies additional people / facts to support their ideas.
<p>4. Client Service Focus</p> <p>Valuing and delivering high quality, professional, responsive and innovative service; is dedicated to meeting the expectations and requirements of internal and external customers; focus on the clients' needs in order to drive the solution.</p>	<ul style="list-style-type: none"> • keeps abreast of competitor services; • develops services that anticipate client needs; • measures levels of client satisfaction; • evaluates/interprets levels of client satisfaction; • regularly analyses changing client profiles to ensure optimal solutions; • operationalises client service values through policies and/or procedures.
<p>5. Sustainable Mindset</p>	<ul style="list-style-type: none"> • establishes quality criteria/ policies / procedures; • ensures that the business complies with standard procedures;

<p>Long term sustainability of service provision to the people that THC supports; maintaining strong governance structures; managing funding to support operational needs and growth.</p>	<ul style="list-style-type: none"> • identifies systemic quality issues; • takes responsibility to correct problems that relate to quality; • understands the financial drivers that influence the business; • keeps abreast of market/industry changes; • understands team interdependencies across the business; • understands the organisation's structure and/or systems; • uses the organisation's structure and/or systems to get things done.
<p>6. Leadership Creating, defining and fostering a broad, compelling organisational vision, and organising others to pursue it; providing guidance, feedback and direction to teams and individuals; inspiring and encouraging others towards goal achievement; assisting others to work at full potential; modelling best practice in the sector.</p>	<ul style="list-style-type: none"> • uses the organisational vision and values to promote the image and lead by example; • seeks to understand goals and challenges of other teams; • coaches and inspires team members; • Encourages and supports employees to achieve performance and development goals; • creates strategy around objectives to assist wider organisation in delivery; • best practice approach in all they do; • benchmarks industry market trends.

Agreement:

I understand the requirements of this position and of working at The Housing Connection, and will fulfil my obligations to do the tasks I have been assigned plus other duties as reasonably directed, to meet the ongoing needs of the organisation. I understand and will adhere to the code of conduct, confidentiality agreement and work health and safety obligations.

Employee name: _____

Signature: _____

Date: _____

Manager name: _____

Signature: _____

Date: _____