

<b>Position title</b>	Support Coordinator	<b>Reference</b>	SC.ASP.DACS
<b>Award &amp; Classification</b>	Social, Community, Home Care and Disability Services Award Level 5	<b>Tenure</b>	Refer to Letter of Engagement
<b>Hours</b>	Refer to Letter of Engagement	<b>Reporting to</b>	Manager Disability Services
<b>Location</b>	Alice Springs	<b>Program</b>	Disability and Aged Care Services
<b>Section</b>	Disability and Aged Care Services	<b>Cost Centre</b>	4331
<b>Approved</b>	Terry Cleary	<b>Date</b>	January 2018
<b>Comment</b>	This role will require working in a diverse range of settings including but not limited to, a person's home, community groups and other community settings. Weekend and evening work may be required.		

## AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## PURPOSE OF THE POSITION

As a Support Coordinator you will provide Coordination of Supports or Support Connection to a broad range of participants who have this item identified on their NDIS plan. You will be responsible for establishing positive collaborative relationships with participants, assisting them to develop their plan, implement supports and participate more fully in the community. As the Support Coordinator you will have the responsibility to ensure the implementation of each participant's plan and the achievement of their goals.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

## POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. Tertiary qualification in social sciences, health or other relevant professional field (minimum Diploma) and minimum 2 years experience of working in direct case management in the Disability or Health Sector.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome.
4. Northern Territory driver's licence.
5. First Aid Certificate or willingness to obtain within 3 months.

## KEY SELECTION CRITERIA

1. Knowledge and understanding of the National Disability Insurance Scheme (NDIS) and experience in utilising a range of community based supports to achieve client goals.
2. Significant coordination experience demonstrating highly effective people and teamwork skills and delivery of outcomes for people with disability and their families.
3. Demonstrated skills in researching information and developing effective and innovative support options.
4. Demonstrated capacity to work efficiently and to complete administrative tasks.
5. Highly developed written and verbal communication and negotiation skills.
6. Proficient use of IT systems and processes including Microsoft, Outlook, internet, email and client management systems.
7. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
8. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

### 1. Coordinator of Supports

*Provide support coordination to a broad range of clients who receive funded supports via the NDIS*

#### **Responsibilities:**

- Support participants to understand their NDIS plan, goals objectives and the use of NDIS portal.
- Undertake assessment of the needs of participants, their families and carers to develop clear understanding of preferences and needs.
- Identify, coordinate, manage and / or facilitate a range of supports and support providers to meet identified needs in accordance with participant plans.
- Ensure that support responses focus on participant goals and objectives.
- Provide ongoing assistance to ensure and maintain supports are in place.
- Resolve points of crisis, developing capacity and resilience in the participant's own network, community and natural supports.
- Respond to changes in participant's needs, responding according to agreed expectations through providing, and obtaining, prompt information and feedback to all key internal and external stakeholders.
- In partnership with participants and other key people, establish how plans will be monitored and reviewed.
- Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects.
- Positively engage with the people that access the service through an appropriate balance of face-to-face and phone contact, delivering services and support with a high level of customer service.

### 2. Information Management and Communication

*Ensure all documentation, reporting and communication with participants and other stakeholders are professional and completed within required timeframes.*

- Ensure all relevant information is communicated clearly and concisely to the participant and others involved in the plan, including external stakeholders in a timely manner

- Provide expert advice and consultation to NDIS participants and their families on the changing NDIS environment.
- Ensure support coordination is completed as per the agreed schedule and claims for payment are regularly lodged.
- Ensure that participant outcomes are identified; documented and all required service is provided as per their plan.
- Monitor outcomes in participants' plans and conduct and document reviews of services at agreed times.
- Maintain complete case notes and other records in the Service Management System and maintain accurate records of hours of support provided to substantiate NDIS claiming.
- Provide NDIA with progress reports on outcomes and success indicators within the agreed reporting frequency.

### **3. Stakeholder Engagement and Networking**

*Develop and establish effective professional working relationships community organisations (mainstream and disability) that enable the delivery of client outcomes.*

#### **Responsibilities:**

- Act a central reference point for the participant, and all stakeholders in the coordination of the participant's NDIS plan.
- Liaise and work collaboratively with key stakeholders to coordinate service delivery and develop effective linkages relevant to the participants plan and goals.
- Collaborate with others in the participant's life, including family, carers, mainstream support and other service providers chosen by the participant to deliver elements of their NDIS plans.
- Ensure all service providers have a shared understanding of supports to be provided in the NDIS Plan and work in a coordinated and integrated way.
- Ensure service providers and mainstream services meet their obligations.
- Develop and maintain effective relationships with the National Disability Insurance Agency and respond to NDIS inquiries relating to participant's NDIS plans.

### **4. Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.

- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time
- Be aware that this position requires frequent driving in the region.
- This is an active role requiring overall good health and involves interacting with energetic young people.
- This role requires some flexibility of hours and participation in the regional shared 24/7 On Call roster.

## **DELEGATION OF AUTHORITY**

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).