

Position Title:	Specialist Support Coordinator
Team / Section:	Support Coordinator
Industrial Award:	Social, Community, Home Care and Disability Service Industry Award 2010
Reports to:	Team Leader Support Coordination
Supervises:	N/A
Other Key Relationships:	Executive Officer, Business Development Manager, Customer Support Facilitator, Intake Team, Claims Team
Level of Authority:	Level 4
Date Approved:	1 August 2020

Organisation Background:

Carers and Disability Link (CADL) is a Community Support Organisation established in 1995 to support informal Carers; those caring for a family member or friend who has a disability, illness or is frail aged, people with disability, and older community members.

- * As a registered NDIS provider, Carers and Disability Link provides a range of services to participants of the NDIS including assistance with daily activities, group and therapy supports, support coordination and plan management.
- * Social Support and Respite services are available for people over 65 years of age under the Commonwealth Home Support Program.
- * Support for Carers is offered through a range of activities, assisting Carers to maintain their caring roles as well as good health and well-being.

Together, we link people with disabilities, carers and the aged, with care and support services through flexible and inclusive choices within our local community.

Primary Purpose of Role

The Specialist Support Coordinator:

- Assists NDIS Participants, including complex needs or high risk NDIS participants, by working with the participant or their representative, across broader systems in order to design and implement a complex service plan. Plans will facilitate access to funded supports and potentially resolve any issues or barriers to service access through negotiation and or mediation.
- Will build a client's personal capacity to ensure choice and control in services, aligning with their NDIS goals

Experience

Essential

- Minimum of 2 years working with complex needs clients.
- Case management within the community or /human services environment.
- Experience in service delivery for people with disability, their families, community agencies and other professionals.
- Experience in reporting writing documentation.
- Experience in managing and monitoring budgets.

Desirable

- Experience in service provision contract management.
- Experience in reporting of statistical data.

Qualifications

Essential

- Tertiary qualification in Social Work, Psychology, Occupational Therapy or other allied health such as Mental Health Clinician or Developmental Educator.
- Relevant membership and registrations with regulatory bodies, associations or professional insurers.

Desirable

Values and Behaviours

All staff and volunteers are expected to behave in a manner aligned to the values of the organisation as written in the Code of Conduct. These are:

<p>Respect for individuals</p>	<p>Demonstrate respect for the inherent dignity and rights of each individual, in particular their right to be accepted as they are, to participate fully in decision making in their own lives, and their right to privacy and confidentiality. Acknowledge, value and appreciate individuals for who they are.</p>
<p>Honesty and Integrity</p>	<p>Do your job to the best of your ability, undertaking duties and responsibilities with honesty and integrity. Be true to your word, open and trustworthy.</p>
<p>Empowerment</p>	<p>Promote independence of individuals and assist them to understand and exercise their rights and responsibilities. Not directing, but always walking alongside, allowing individuals to be themselves and build on their own knowledge, skills and relationships.</p>
<p>Justice and Equity</p>	<p>Recognise that each person is an individual and act with fairness and equality, and without discrimination.</p>
<p>Protection of Individuals</p>	<p>Create a safe environment for all carers, clients, staff, volunteers and independent contractors and report any breaches of policy or code of conduct.</p>
<p>Recognition</p>	<p>Value the role of Carers in our community, and recognise their rights to mutual support, understanding and respect. Value staff and volunteers, acknowledging their contributions to the organisation, recognising their strengths, weaknesses and their right to express their opinion, and rejoicing in their achievements.</p>
<p>Kindness</p>	<p>Practice kindness and work cooperatively toward creating a happy, healthy and safe environment where all feel respected, valued and able to be their authentic selves</p>

Staff and volunteers are expected to demonstrate care for each other and a safety-first mindset which guides our decision making and our every action. At all levels, our people are expected to create a safe environment for themselves and their colleagues. This means taking accountability for knowing how to operate safely, actively identifying safety risks and speaking up if you have concerns.

Working within a regulated environment with vulnerable groups and individuals, staff and volunteers are expected to follow our policies and procedures

Special Conditions

- * This position requires flexible hours, including weekends and after hours.
- * This position qualifies as able to work from home, in line with the CADL working from home conditions and practice and procedure;
- * Workers must possess, and keep current, a satisfactory Department of Human (DHS) Disability Employment Screening clearance and a Working with Children Check
- * Workers must sign the Carers and Disability Link and NDIS Code of Conduct prior to commencing employment.
- * Workers in this position must possess a Current Driver's Licence and willingness to drive CADL vehicles. Workers may need access to own vehicle with appropriate insurance when CADL vehicles are not available.
- * Workers must participate in an annual developmental review process and regular supervisory meetings.
- * Undertake on-call rostered duties as arranged with Manager

Key Duties and Role Responsibilities

Specific to Role:

Service Delivery

- Provide Specialist Support Coordination services to NDIS participants with complex needs to understand their NDIS plans, goals and implementation of services.
- Deliver services which support complex needs and ensure client choice and control over multiple disciplinary teams.
- Work with participants to determine an individual support plan and allocation of support budget to appropriate and relevant providers.
- Negotiate with providers (including plan managers) on participant's behalf, when required.
- Assist clients to review goals and outcomes and identify new goals and outcomes at time of NDIS review.
- Assist clients to obtain service agreements and assessments for all funded services from engaged service providers where required
- Assist to strengthen each participant's ability to connect to, and where required coordinate informal, mainstream, and funded supports.
- Assist clients to communicate with the NDIS when required to assist in their supports and plan requirements
- Ensure all services provided are compliant with the NDIS guidelines, policies, and procedures.
- Ensure all reports (including mandatory reporting) and required

	<p>NDIS documentation is submitted in the agreed reporting frequency and framework.</p> <ul style="list-style-type: none"> • Participate and contribute to regular team meetings as required
<p>Organisational:</p>	<ul style="list-style-type: none"> • Actively promote CADL values and policies in your daily work; • Comply with all organisational and operational policies of CADL; • If required, participate in staff and team meetings and staff training days; • Protect the right of all Carers, clients, staff and volunteers to privacy and confidentiality at all times; • Whilst working as a member of the work team, maintain and develop partnerships with key stakeholders. • Ensure structures and procedures adhere to the requirements of Equal Opportunity, Occupational Health and Safety and Workers Compensation legislation.

Approval

The details contained in this document are approved and an accurate statement of the responsibilities, competencies and other requirements of the job.

Vicki Williamson (CEO)

A handwritten signature in black ink, appearing to be 'VW', written over a horizontal line.

28/7/2020

Name (Manager)

Signature

Date: