

Position Description

POSITION TITLE: Support Coordinator Team Leader / Supervisor

ACCOUNTABLE TO: CEO Extended Families Australia

PERIOD OF APPOINTMENT: This is a permanent position subject to a 3 month probationary period.

HOURS OF EMPLOYMENT: Full time 38 hours week (a minimum of 30 hours a week will be considered for the right applicant)

Extended Families aims to provide a flexible family-friendly environment for staff. Actual starting and finishing times are flexible and can be negotiated. Note that some after-hours work may be required.

ORGANISATIONAL CONTEXT:

Extended Families Australia facilitates positive connections between people within a community to provide support to children and young adults with disabilities and their families. Extended Families seeks to widen social networks, empower individuals, promote inclusion and strengthen the bonds people have within their local area. The organisation breaks down barriers by changing social attitudes and creating opportunities.

People who are supported by Extended Families have access to a number of flexible support options including individualised volunteer or support worker matching for social, recreational and respite support, NDIS Support Coordination, NDIS Plan Management, supported play groups and parent groups, and a range of recreational activities and groups. The organisation has a strong commitment to inclusion and works with and employs people from a cultural and linguistically diverse background.

Support Coordination is one of the services available under National Disability Insurance Scheme (NDIS). The NDIS provides support for Australians with a disability, their families and carers. This scheme aims to maximise choice and control for participants and increase social and economic participation for people with a disability. Under this scheme, participants receive a plan with the goals they want to achieve within a given timeframe and budget allocated to them by the NDIA.

The National Disability Insurance Agency (NDIA) defines Support Coordination as:

‘Assistance to strengthen participants’ abilities to coordinate and implement supports and participate more fully in the community.’ It can include initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and mainstream and building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own network and community.’

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Directly reports to the Support Coordination Manager and ultimately to the CEO of Extended Families.
Direct Reports:	A team of Support Coordinators
Internal Relationships:	The position will work closely with other Support Coordinators and other related services.
External Relationships:	The position will work closely with and is responsible for establishing and maintaining effective working relationships with the network of key disability, and mainstream community organisations and groups in the region.
Located:	The position will be located at either our Coburg Office 1/95 Bell St Coburg. Note it will include work at home during Covid 19 restrictions; and that work will also take place in the community and at participants homes (and at the alternative Extended Families office at Box Hill).
Program Funding:	Extended Families Support Coordination Service is funded through individual service agreements under the NDIS.

PRINCIPAL ROLES AND ACCOUNTABILITIES:

This position will provide direct support and supervision of a small group of Support Coordinators in addition to engaging in direct Support Coordination of complex cases. Support Coordinators are responsible for providing independent support to help NDIS participants and their families understand, build skills and implement their NDIS plan.

The direct practice of this position includes:

Coordination of Supports - Assistance to strengthen participant's abilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources.

Specialist Support Coordination - This is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist Support Coordinator will assist participants and their families to manage challenges in their support environment and ensure consistent delivery of service.

The Support Coordinator Team Leader / Supervisor will work as part of a team to achieve the strategic goals of the organisation.

Key responsibilities of the Senior Support Coordinator / Supervisor is to:

As a supervisor

- Supervise and support a small group of Support Coordinators, to ensure the staff's optimum development and success in the role.
- Work with other Supervisors and the Support Coordination Manager to provide leadership in Support Coordination.

As a practitioner

- Support implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports.
- Strengthen and enhance the participant's abilities to coordinate supports and participate in the community.
- Build capacity of the participant to achieve greater independence to self-direct services and supports in the longer term.
- Be available and responsive to participant's needs including in times of crisis.
- Have a holistic practice orientation and an understanding of the various issues that may impact on a family such as mental health, child protection, relationship and socio-economic issues.
- Ensure participants are empowered to select their preferred provider and develop an appropriate service agreement.
- Review and report on progress.

DUTIES AND RESPONSIBILITIES:

Supervision and Leadership

- Supervise and support a small group of Support Coordinators
- Participate in recruitment of Support Coordinators, interviews, staff selection, referee checks and other required checks.
- Provide orientation and training to new Support Coordinators and ensure staff on-boarding and HR functions are completed.
- Participate in an On-Call system for the organisation.
- Manage staff including staff performance management, appraisals, complaints and issue resolution.
- As part of the Support Coordination leadership team, provide expert advice in one or more key areas of the service and NDIS.

Service Delivery

- Promote the service to NDIS participants and their families.
- Provide support to participants and their families to access, implement and coordinate the range of supports and services outlined within their NDIS plan.
- Source and assess support options and connect participants with services including informal, mainstream and community, as well as funded supports.
- Action appropriate referrals in a timely manner and build links and collaborative relationships with internal and external stakeholders.
- Assist participants to strengthen their abilities to coordinate and implement supports and participate more fully in the community.
- Assist participants to identify, build and maintain strong community relationships and local interests.
- Apply practical problem solving abilities to assist and mentor participants to overcome barriers and deal with crisis.
- Build networks and cooperative relationships with key services and other relevant agencies to ensure quality service delivery; create strategic relationships and to identify new support options.
- Ensure support coordination is completed as per the agreed work schedule and that data to ensure claims for payment is recorded promptly and accurately.
- Undertake program administrative duties and ensure client and statistical records are maintained, including data entry in CRM.
- Monitor and undertake regular progress reviews of the participant NDIS and Service Coordination plans.
- Undertake timely and accurate reporting of outcomes to the NDIS as required and re-develop goals prior to NDIS plan review.

Organisational responsibilities

- Work within a team environment to enhance the delivery of support services to children and young adults with a disability, their families and carers.
- Remain informed about changes to the NDIS, Extended Families policies and procedures and best practice in support coordination.
- Participate in supervision and ongoing learning opportunities, attend relevant meetings and contribute to continuous quality improvement.
- Operate within the budget set for the program.
- Work within legal and ethical frameworks
- Promote the aims and values of Extended Families.

SALARY AND CONDITIONS:

Award and Salary

This position is subject to the Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010. Appointment will be at a SCHADS Level 5 depending on qualifications and experience.

Salary Packaging

Salary packaging is available for permanent or temporary staff, up to the full Threshold (cap) limit for charitable organisations, which is currently \$15,900 per annum.

Superannuation

A contribution is made based on the base salary of the amount equivalent to the award or occupational superannuation obliged to be paid by the Employer pursuant to the provisions of any industrial award, industry-wide agreement or Commonwealth or State law. Currently this is 10%.

Reimbursement for Expenses

Reimbursement will occur for all out-of-pocket expenses properly and reasonably incurred in performing the duties of this position, as negotiated with the relevant Manager, upon production of evidence of incurring the expenses. This includes work related travel.

Use of private vehicle

All employees driving on Extended Families business must acknowledge and accept that their private vehicle arrangements must meet all the conditions outlined in the Extended Families Motor Vehicle policy including retaining maintaining a valid driver's license, ensuring appropriate car maintenance and insurances.

Employment Entitlements

All employment entitlements are based on the SCHADS Award 2010 (Social, Community, Home Care and Disability Services Industry Award).

Conflict of Interest

All employees must act according to Extended Families' Conflict of Interest policy and ensure that when providing supports to service users, any conflict of interest is declared and any risks to service users are mitigated. Employees are required to act in the best interests of service users ensuring they are informed, empowered and able to maximise choice and control.

Right to Work in Australia

Applicants must either be an Australian citizen or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

Qualifications

Successful applicants are required to show proof of formal qualifications prior to formal hire.

Risk Assessed Roles and Mandatory Screening Checks

All Extended Families staff in risk-assessed roles must undertake a NDIS Worker Screening Check and Proof of Identity Check and hold a current Victorian Working with Children Check.

Equal Opportunity

Extended Families is an equal opportunity employer.

Cultural Diversity

Extended Families promotes cultural sensitivity and diversity.

Child Safety

Extended Families is an agency committed to the safety of children.

Zero Tolerance

Extended Families has a zero tolerance to all forms of abuse to people with disability.

POSITION SELECTION CRITERIA

1. Mandatory

- 1.1 Demonstrated ability to provide supervision, support and guidance to professional practice staff.
- 1.2 Previous experience working with children, young people and their families in a case management or service coordination role.
- 1.3 Demonstrated knowledge, experience and competency to work alongside, empower and build the capacity of people with a disability, their family and carers.
- 1.4 Demonstrated knowledge of and commitment to social justice principles and inclusion, and a passion for supporting the human rights of people with a disability.
- 1.5 Strong knowledge of the disability and community service sector and the opportunities and connections available, both disability specific and mainstream to support children, young people and their families.
- 1.6 An understanding of case management and / or support coordination practices.
- 1.7 Previous professional experience in disability services.
- 1.8 Demonstrated cultural awareness and sensitivity and ability to work with people from diverse cultural and linguistic background.
- 1.9 Demonstrated highly developed interpersonal and verbal communication skills and the ability to build and maintain strong community connections and relationships with service providers, individuals and carers/families of people with a disability.
- 1.10 Demonstrated capacity for report writing, advanced literacy, basic budget management and analytical skills.
- 1.11 Demonstrate ability to identify, measure and report on outcomes.
- 1.12 Demonstrated ability to work independently and capacity for effective teamwork.
- 1.13 Demonstrated ability to complete administrative tasks in an organised manner, the ability to manage time effectively and prioritise tasks.
- 1.14 Ability to learn the National Disability Insurance Agency line items, planning processes and approaches to funding of supports.
- 1.15 Capacity to effectively support quality, risk and safety management systems to enhance practice and outcomes, including regulatory requirements
- 1.16 To be computer literate and be proficient in MS Office software such as MS Word and Excel; as well as competence in entering data on databases.
- 1.17 Qualification in Social Work (preferable), or equivalent
- 1.18 A commitment to working within the Extended Families Values and Mission and to contribute to continuous improvement
- 1.19 Current full Victorian Driver's Licence and access to a comprehensively insured motor vehicle.
- 1.20 You will be required to undergo an NDIS Screening Check and hold a current Working with Children Check

2. Highly desirable

The following criteria are not mandatory for this position but are preferred by the employer.

- 2.1 Demonstrated knowledge of the NDIS and experience managing the complexities of the NDIS system.
- 2.2 Skills and experience working with people with a mental illness.
- 2.3 Knowledge of inclusive work practices and cultural competency frameworks

HOW TO APPLY

Enquiries and written applications addressing the key selection criteria, including curriculum vitae and the names of three (3) referees should be submitted by email to Rosemary Nicholls, Regional Manager. Email Rosemary@extendedfamilies.org.au

Closing date for applications is Monday 4th October 2021.