

## Position Description

**POSITION TITLE:** Support Coordinator

**ACCOUNTABLE TO:** CEO Extended Families Australia

**PERIOD OF APPOINTMENT:** A permanent position is available working with families across Melbourne. Permanent positions are subject to a 3 month probationary period.

**HOURS OF EMPLOYMENT:** 38 hours week (will consider 23 to 30 hours a week)

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 will 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.

Children and families 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 receives 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 allocated supervisor or Regional Manager and ultimately to the CEO of Extended Families.
Direct Reports:	Nil.
Internal Relationships:	The position will work closely with other Coordinators who manage other Extended Families' programs that are purchased through the NDIS.
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 our Box Hill office (Banks St Box Hill, at the City of Whitehorse Community Hub). 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).
Program Funding:	Extended Families Support Coordination Service is funded through individual service agreements under the NDIS.

## **PRINCIPAL ROLES AND ACCOUNTABILITIES:**

Support Coordinators are responsible for providing independent support to help NDIS participants and their families understand, build skills and implement their NDIS plan. This position will provide:

**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 will work as part of a team to achieve the strategic goals of the agency.

### **Key responsibilities of the Support Coordinator is to:**

- 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:**

### **Service Delivery**

- Promote the service to NDIS participants and their families.
- Liaise and network with Chinese organisations and groups in the community.
- 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 people 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 3, 4 or 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 9.5%.

**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 travel within work hours.

**Employment Entitlements**

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

**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 Bi-lingual Mandarin and English, with strong written and spoken English skills.
- 1.2 Demonstrated knowledge, experience and competency to work alongside, empower and build the capacity of people with a disability, their family and carers.
- 1.3 Demonstrated knowledge of and commitment to social justice principles and inclusion, and a passion for supporting the human rights of people with a disability.
- 1.4 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.
- 1.5 An understanding of case management and / or support coordination practices.
- 1.6 Previous professional experience in disability services.
- 1.7 Demonstrated cultural awareness and sensitivity and ability to work with people from diverse cultural and linguistic background.
- 1.8 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.
- 1.9 Demonstrated capacity for report writing, advanced literacy, basic budget management and analytical skills.
- 1.10 Demonstrate ability to identify, measure and report on outcomes.
- 1.11 Demonstrated ability to work independently and capacity for effective teamwork.
- 1.12 Demonstrated ability to complete administrative tasks in an organised manner, the ability to manage time effectively and prioritise tasks.
- 1.13 Ability to learn the National Disability Insurance Agency line items, planning processes and approaches to funding of supports.
- 1.14 Capacity to effectively support quality, risk and safety management systems to enhance practice and outcomes, including regulatory requirements
- 1.15 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.
- 1.16 Qualification in Social Work (preferable), Community Services or equivalent
- 1.17 A commitment to working within the Extended Families Values and Mission and to contribute to continuous improvement
- 1.18 Current full Victorian Driver's License and access to a comprehensively insured motor vehicle.
- 1.19 You will be required to undergo a Police Check, Disability Exclusion Scheme Check and have 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 Previous experience working with children, young people and their families in a case management or service coordination role.
- 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 Ms Rosemary Nicholls, Regional Manager. Email [Rosemary@extendedfamilies.org.au](mailto:Rosemary@extendedfamilies.org.au)

Closing date: Wednesday 7<sup>th</sup> April 2021.