

ABN 97 470 256 857

Position Description

POSITION TITLE: Support Coordinator (Vietnamese Speaking)

ACCOUNTABLE TO: CEO Extended Families Australia

PERIOD OF APPOINTMENT: A permanent position is available, working predominately in the Western Region of Melbourne. Permanent positions are subject to a 6-month probation review whereby employees who can demonstrate competency against the criteria articulated in the position description will be offered ongoing employment.

HOURS OF EMPLOYMENT: 23 to 38 hours' week – negotiable (4 or 5 days a week preferred)

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 people 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, support coordination, supported play groups, friendship groups and a range of recreational activities and groups.

Extended Families works extensively with the Vietnamese community, has an existing team of Vietnamese Support Coordinators and runs groups and activities in the Southern and Western Regions of Melbourne.

Support Coordination is one of the services available under National Disability Insurance Scheme (NDIS). The NDIS is a new way of providing 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 Support Coordination 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:	1/ 95 Bell St Coburg, with considerable work taking place in the community, predominantly in the Western Region, but with some work across Melbourne.
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 manage their NDIS plan.

There are two primary levels of support coordination:

Support Connection - Time limited assistance to strengthen participant's ability to connect with informal, mainstream and funded supports, and to increase capacity to maintain support relationships, resolve service delivery issues, and participate independently in NDIA processes.

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.

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.

- 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 Vietnamese 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 to level 5 depending on qualifications and experience.

This position is subject to ongoing pay equity increases.

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 10.5%.

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 for work purposes.

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 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. Where applicable, an International Police Check is required.

Mandatory Vaccination

Successful applicants are required to show proof of vaccination status and be fully vaccinated against Covid-19 and had your third dose of Covid-19 vaccine.

Equal Opportunity

Extended Families Australia is an equal opportunity employer.

Cultural Diversity

Extended Families promotes cultural sensitivity and diversity.

Child Safety

Extended Families Australia 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 Vietnamese and English, with strong written and spoken English skills.
- 1.2 Previous experience as a Social Worker or Case Manager
- 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 a holistic practice orientation and understanding of the various issues that may impact on a family such as mental health, child protection, relationship and socio-economic issues.
- 1.5 Demonstrated knowledge of and commitment to social justice principles and inclusion, and a passion for supporting the human rights of people with a disability.
- 1.6 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.
- 1.7 An understanding of case management and / or support coordination practices.
- 1.8 Previous professional experience in disability services.
- 1.9 Demonstrated cultural awareness and sensitivity and ability to work with people from diverse cultural and linguistic background.
- 1.10 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.
- 1.11 Demonstrated capacity for report writing, advanced literacy, basic budget management and analytical skills.
- 1.12 Demonstrate ability to identify, measure and report on outcomes.
- 1.13 Demonstrated ability to work independently and capacity for effective teamwork.
- 1.14 Demonstrated ability to complete administrative tasks in an organised manner, the ability to manage time effectively and prioritise tasks.
- 1.15 Ability to learn the National Disability Insurance Agency line items, planning processes and approaches to funding of supports.
- 1.16 Capacity to effectively support quality, risk and safety management systems to enhance practice and outcomes, including regulatory requirements
- 1.17 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.
- 1.18 Qualification in Social Work, Community Services, Psychology or equivalent
- 1.19 A commitment to working within the Extended Families Values and Mission and to contribute to continuous improvement
- 1.20 Current full Victorian Driver's License and access to a comprehensively insured motor vehicle.
- 1.21 You will be required to undergo an NDIS Screening Check, proof of identity check and hold a current Working with Children Check. Where applicable, an international police check is required.
- 1.22 You will be required to provide evidence of your vaccination status. You must be fully vaccinated against Covid-19 and had your third dose of Covid-19 vaccine

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 Previous experience working with children, young people and their families in a case management or service coordination role.
- 2.3 Skills and experience working with people with a mental illness.
- 2.4 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

Closing date: Friday 17th February 2023