

## POSITION DESCRIPTION

<u>Position Title:</u>	Support Coordinator (NDIS)
<u>Classification:</u>	Social and Community Services Employee - Level 4
<u>Department/Program:</u>	Personalised Supports
<u>Reports to:</u>	Manager, Personalised Supports
<u>Location:</u>	The role is primarily based at 67 Sutherland Road, Armadale, however in servicing this position the employee will be required to work across the north east suburbs of Melbourne.
<u>Issued:</u>	16/11/2017
<u>Code:</u>	PD41-v2-PS

I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change: a) driver's license status (if applicable); b) criminal record check status or c) the capacity to fulfil the inherent requirements of the role.

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EMPLOYEE'S SIGNATURE

DATE:        /        /

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MANAGER'S SIGNATURE

DATE: /        /

### SALARY

The classification applicable to the position is Level 4 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

### POSITION OBJECTIVE

The purpose of this role is to support the interface between people with a disability and the broader community. Support Coordinators have the responsibility to ensure the implementation of participant's plans and the achievement of their goals. To achieve these outcomes, Inclusion Melbourne Support Coordinators will:-

- Locate, coordinate, manage and or facilitate a range of supports and support providers to meet identified needs;
- Connect participants with mainstream and specialists supports, including where appropriate voluntary or funded services;
- Coordinate the participant plans to enable greater independence as well as increased social and economic participation.

## **KEY RESPONSIBILITIES & DUTIES**

- ☒ Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate appropriate support and services; and connect with community support and mainstream services;
- ☒ Ensure support coordination is completed as per the agreed work schedule and claims for payment are regularly lodged;
- ☒ Ensure that support responses focus on participant goals and objectives;
- ☒ Liaise with and report as required to NDIA in relation to participants and their plans;
- Effectively manage complex multi-disciplinary teams and services in the coordination of a participant's plan;
- ☒ Use local knowledge and sector expertise to increase opportunities for people with disability to be connected to local communities by providing holistic and comprehensive services;
- ☒ Build participant and family capacity to understand and navigate service systems;
- ☒ Provide expert advice and consultation to participants and their families on the changing disability service landscape, practice guidelines and legislation;
- ☒ Ensure the participants plan is implemented in accordance with the allocated budget.
- ☒ Ensure the allocated budget is broken down into individual components so that accurate allocations can be made to individual providers.
- ☒ Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects;
- ☒ Deliver services and support with a high level of customer service;
- ☒ Prepare, implement and review service agreements, service bookings, goal outcomes, program relevance and service outcomes to ensure appropriate standards of service and support are provided;
- Keep accurate and complete records of your work activities in accordance with legislative requirements and Inclusion Melbourne's records, information security and privacy policies and requirements;
- ☒ Support and maintain interim functions to assist transition to NDIS. This includes support and supervision of volunteers /students, transport coordination and maintenance of documentation related to direct support delivery (where provided) including site safety analysis and community participation outlines.

## **ORGANISATIONAL RESPONSIBILITIES & DUTIES**

- ☒ Participate in quality improvement processes;
- ☒ Work within legal and ethical frameworks;
- ☒ Maintain effective communication with all stakeholders;
- ☒ Model and actively engage in building an organisation that strives for excellence in organisational culture;
- ☒ Ensure an open, positive, respectful and constructive style of communication in all interactions;
- ☒ Professionally represent Inclusion Melbourne when engaging the community;
- ☒ Ensure confidentiality and discretion is exercised as part of all Inclusion Melbourne services;
- ☒ Any other duties as required, and within the general scope of responsibilities of this position as directed by the Manager, Personalised Support.

## ORGANISATIONAL RELATIONSHIPS

<b>Supervision:</b>	Manager, Personalised Support
<b>Internal liaisons:</b>	Personalised Supports staff Administration & Finance staff Volunteer staff Designlab staff Inclusion Training staff
<b>External liaisons:</b>	People with disability, family & carers Other service providers as required Members of the public The National Disability Insurance Agency Department of Health & Human Services

## ACCOUNTABILITY

The support coordinator is accountable for operating in the role as follows:-

- ☒ While working under the direction of others the worker exercises a degree of autonomy, uses skills and discretion to complete duties and meet established outcomes;
- ☒ The position will include a range of functions and may include supervision of other staff;
- ☒ Take responsibility for setting and achieving outcomes for self and lower classified staff;
- ☒ Establish priorities and monitor work flow in areas of responsibility;
- ☒ Notifying management immediately of any worker or client related issues or incidents that occur during working time;
- ☒ Providing high quality services with clients and accurately recording progress and outcomes;
- ☒ Works collaboratively to continuously improve work practices and processes within and across the organisation through open and honest communication and feedback mechanisms;
- ☒ Must have an operating phone on them at all times and be contactable whilst working.

## EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

In order to achieve the duties and responsibilities of the position the support coordinator is expected to:-

- ☒ use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem solving skills;
- ☒ apply judgment in making day to day decisions considering appropriate procedures to determine the best course of action to take in completing tasks, particularly in regard to working autonomously within community settings;
- ☒ Operational and staffing issues/decisions will be guided by policy and procedure under the guidance of the Manager, Personalised Support;
- ☒ Adhere to established work practices; however exercise initiative and judgement where practices and direction are not clearly defined;
- ☒ Ensure current professional knowledge regarding the National Disability Insurance Scheme (NDIS);
- ☒ Shall not commit the organisation to any obligations beyond the scope of the duties;
- ☒ The worker is responsible for alerting management of any potential issue or crisis.

## KEY PERFORMANCE INDICATORS (KPIs)

- ☒ Tasks are completed as per the agreed work schedule and to the expected standard;
- ☒ Ensure service agreements and service bookings are completed in accordance with NDIS guidelines and organisational policy;
- ☒ Demonstrated outcomes via the achievement of NDIS plan goals;
- ☒ Effective progress monitoring, documentation and reporting as per NDIS requirements and organisational policy;
- ☒ Ensure participant budgets are proactively monitored and adhered to;
- ☒ Participants have increased community connection, physical and social inclusion, including valued roles within community & to develop relationships & friendships;
- ☒ Timely and regular provision of relevant information to families and significant others.

## KEY SELECTION CRITERIA

### Essential

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisation's strategic directions;
- ☒ Demonstrable vision for people with a disability sharing the benefits of living in the broader community;
- ☒ Relevant tertiary qualification or equivalent experience in the disability field;
- ☒ Experience and skills to work competently alongside people, their family and carers in their local area to build their capacity to participate in the community;
- ☒ Demonstrated ability in financial planning and budget management
- ☒ Proficiency with information technology;
- ☒ Strong time management skills including prioritisation of competing tasks and an ability to work innovatively to solve complex issues;
- ☒ Strong communication and interpersonal skills including the ability to liaise effectively with a wide range of stakeholders and to prepare correspondence & reports in clear and concise language;
- ☒ Experience in the provision of case management for people with a disability and their families;
- Victorian Drivers' Licence.

### Desirable

- ☒ Sound knowledge of the *NDIS Act 2013*, *Disability Act 2006* and other relevant legislation;
- ☒ Demonstrated ability to build opportunities and work with people, their families and carers to identify and access opportunities for education and employment;
- ☒ Experience in working within the NDIS;
- ☒ Demonstrated ability to identify measure and report on outcomes;
- ☒ Management of individual support packages.

## QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Melbourne has adopted an approach to continuous improvement in all services provided to external and internal customers, and in all policies, processes and procedures. All staff members are required to display commitment to, and to participate in continuous improvement by constantly seeking to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

## CUSTOMER SERVICE

Inclusion Melbourne is committed to ensuring that all clients/customers internal and external receive friendly and responsive service. Staff are required to comply with the following principles of good service:-

- ☒ Answer telephones promptly, within 5 rings.
- ☒ Acknowledge all clients /customers promptly
- ☒ Treat all clients/customers with respect and courtesy
- ☒ Ensure a high quality customer experience
- ☒ Convey accurate information
- ☒ Communicate courteously

## GENERAL INFORMATION & CONDITIONS OF EMPLOYMENT

### ABOUT INCLUSION MELBOURNE

Inclusion Melbourne is a uniquely innovative organisation based in Armadale and Sunshine that supports people with a disability in personalised community arrangements. At Inclusion Melbourne we have a vision for people with intellectual disabilities sharing the benefits of living in and contributing to the broader community. We want to give people the opportunity to realise their potential, build long-term freely given relationships and be welcomed as equal and respected citizens.

### VISION, MISSION & CORE VALUES

**Our vision** is for people with intellectual disability to live in an inclusive community, where everyone has the same opportunities to participate in community life and to take their place in society as respected citizens.

**Our mission** is to provide people with every opportunity to do the things they want to do, with the people that matter to them, in accepting and inclusive communities.

**Integrity** - "To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

**Potential** - "The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

**Individuality** - "A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

**Relationships** - "A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

### TRAINING AND DEVELOPMENT

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. All staff will also be required to show others how the systems under their control operate.

## **OCCUPATIONAL HEALTH, WELFARE AND SAFETY**

The Inclusion Melbourne Board and Management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

## **POLICIES AND PROCEDURES**

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality portal, Standards & Performance Pathways (SPP). It is expected that all staff familiarise themselves with the organisation's policies and procedures.

## **CONDITIONS OF EMPLOYMENT**

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer Conditions of Employment policy available on SPP.

## **PROBATIONARY APPOINTMENT**

In accordance with the provisions of the Fair Work Act and Regulations, a six month probationary period will apply to relevant positions.

## **SUPERANNUATION**

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

## **SALARY PACKAGING**

Salary packaging is offered to full-time and part-time employees on commencement and casual staff after six months employment, with an average of 10 hours work to qualify. If you elect to salary package, the administration cost of this service, and any Fringe Benefits Tax associated with any of the elements of the package, will be borne by you and will form part of your salary package. Salary packaging cannot commence until all the paper work has been completed and the necessary approvals arranged.

## **LONG SERVICE LEAVE**

Long Service Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

## **ANNUAL LEAVE**

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

## **PERSONAL/CARER'S LEAVE & COMPASSIONATE LEAVE**

Personal/carer's leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

## **CEREMONIAL LEAVE**

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

## **PARENTAL LEAVE**

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

## **PURCHASE ADDITIONAL LEAVE**

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

## **DESIGNATED BREAKS**

It is a long established custom and practice of Inclusion Melbourne to shut for business on the day before Melbourne Cup Day and over the Christmas/New Year period. A calendar will be developed by the Chief Executive Officer (or delegate) noting designated breaks and public holidays and distributed to all staff each year.

## **TERMINATION OF APPOINTMENT**

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee.

The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service are entitled to an additional week's notice.

## **RIGHT TO WORK IN AUSTRALIA**

You 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 you to work in Australia.

## **SMOKE FREE WORK PLACE**

The organisation has a "No smoking" policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisation vehicles.

## **CRIMINAL RECORD CHECK**

A criminal records police check must be undertaken prior to employment for all persons who are the preferred applicants for all positions. An unsatisfactory assessment may result in the applicant not being appointed. Appointment is subject to a satisfactory police check. An applicant who refuses to complete the appropriate forms will not be appointed.



## **OTHER EMPLOYMENT OR CONFLICT OF INTEREST**

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- ☒ results in you competing with Inclusion Melbourne (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- ☒ results in you using confidential information (e.g. client contact details) for competitive purpose or personal gain;
- ☒ otherwise adversely affects Inclusion Melbourne; or
- ☒ affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

## **RETURN OF DOCUMENTS & PROPERTY**

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

## **USE OF PRIVATE VEHICLES FOR WORK RELATED ACTIVITIES**

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work related nature of the vehicle usage.

## **RISK MANAGEMENT**

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

## **EQUAL OPPORTUNITY & DIVERSITY**

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.

## **PRIVACY, SECURITY AND CONFIDENTIALITY**

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information. Staff are expected to:

- ☒ Ensure information held regarding the people we support, employees and volunteers is stored securely.
- ☒ Use or disclose personal information only for the purpose for which it was collected.
- ☒ Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- ☒ Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate, complete and up-to-date.
- ☒ Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.