

## POSITION DESCRIPTION

Position Title: Support Coordinator (NDIS)

Classification: Social and Community Services Employee - Level 4

Department/Program: Personalised Supports (Support Coordination)

Report to: Team Leader- NDIS Support Coordination

Location: The role is primarily based at 67 Sutherland Road, Armadale, however in servicing this position the employee will be required to work across the Metropolitan area of Melbourne.

Issued: 10/8/2021

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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:

- drivers license status (if applicable)
- NDIS worker screening check
- the capacity to fulfil the inherent requirements of the role

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Employee's Name:

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Employee's Signature

Date:     /     /

## POSITION OBJECTIVE

The purpose of this role is to support the interface between people with a disability and the broader community while building the capacity of the person with a disability, and their networks to pursue more fulfilling and meaningful aspirations. 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: -

- Support the participant and their networks to understand their plan and how they can use it to best achieve their goals
- 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

## SALARY

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

# Our Values

## **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

## KEY RESULT AREA – NDIS principles and capacity building

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
Support Participant to understand their NDIS plan, how the NDIS works and the role of the Support Coordinator.	<ul style="list-style-type: none"> <li>• Provide accurate information both verbally and in writing explaining the key principles of the NDIS</li> <li>• Ensure the participant understands their plan and what they have been funded for and how the categories of funding can &amp; cannot be used</li> <li>• Provide printed information &amp; resources the participant can use to refer to regarding what has been explained</li> <li>• Discuss and document agreement with participant of how their budget of hours should be used and which tasks should be prioritised</li> <li>• Explain and provide information about what is and what is not the role of the Support Coordinator</li> <li>• Check Service Agreement details entered into Lumary are correct and current</li> </ul>
Build capacity of the person to –	<ul style="list-style-type: none"> <li>• Support participant &amp; informal networks to understand how the NDIS works and how to navigate the system, including providing processes to follow when issues arise</li> </ul>
Develop greater autonomy in coordinating their services and plan	<ul style="list-style-type: none"> <li>• Discuss participants goals with them and help them identify unmet needs that may exist in their life, including broader life goals, dreams and aspirations</li> </ul>
Consider more progressive options and opportunities that may lead to more fulfilling, valued and meaningful life experiences	<ul style="list-style-type: none"> <li>• Support the participant to explore more progressive vision of what their life might look like</li> <li>• Seek to build a supportive network or circle around the person and their vision of the future that can assist them to progress this vision</li> <li>• Connect the person with more progressive services that can continue to work with the person and refine their vision and its implementation</li> </ul>

## KEY RESULT AREA – Implementation & monitoring

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
Support participants to explore appropriate supports and services and connect with community support and mainstream services	<ul style="list-style-type: none"> <li>○ Steps below are followed and case noted:</li> <li>• Relevant options are discussed, researched and presented to participant</li> <li>• Required assistance provided to participant to complete agreements / access / enrolment processes to commence selected services</li> <li>• Where services cannot be arranged early in the plan, the participant is kept informed as to the progress of options being pursued</li> <li>• Participants have increased community connection, physical and social inclusion, including valued roles within community &amp; opportunities to develop relationships &amp; friendships</li> </ul>

Monitor progress and budget with participant and providers	<ul style="list-style-type: none"> <li>• Demonstrated outcomes via the achievement of NDIS plan goals</li> <li>• Effective progress documentation, case noting and reporting as per NDIS requirements and organisational policy</li> <li>• Liaise with and report as required to NDIA in relation to participants and their plans</li> <li>• Ensure the participants plan is implemented in accordance with the allocated budget</li> <li>• Ensure the allocated budget is broken down into individual components so that accurate allocations can be made to individual providers</li> <li>• Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects</li> </ul>
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### KEY RESULT AREA – Business targets

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
Ensure billable hours targets are met	<ul style="list-style-type: none"> <li>• Minimum targets for weekly billable (or monthly as negotiated) hours are met</li> <li>• Hours are logged daily and in accordance with minimum billable task time policy</li> <li>• Monitors rate of use of hours &amp; works with participant to plan the use of unused hours as the plan end date approaches</li> <li>• Ensure time is used effectively</li> <li>• All unbillable hrs delivered are pre-approved</li> </ul>

### KEY RESULT AREA -Compliance

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
Ensure day to day regulatory compliance and adherence to organisational policy and procedures	<ul style="list-style-type: none"> <li>• All client data is current and correctly completed</li> <li>• Information is maintained in accordance with quality system and complies with auditing requirements</li> <li>• Prepare reports, service evaluation and acquittal data as required</li> <li>• All incidents, including disclosures are reported according to NDIS and Inclusion Melbourne Incident Reporting Policies &amp; Procedures</li> <li>• Keep abreast of NDIS policy changes ensure compliance with all NDIS policy and guidelines</li> <li>• Ensure confidentiality and discretion is exercised as part of all Inclusion Melbourne services</li> <li>• Any other duties as required, and within the general scope of responsibilities of this position as directed by the Team Leader.</li> </ul>

## KEY RESULT AREA- Organisation/Customer Service & Experience

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
Demonstrates and upholds IM Values	<ul style="list-style-type: none"> <li>Values of Inclusion Melbourne are incorporated into daily work practices.</li> </ul>
Customer Service (internal & external) & Participant and family /carer engagement	<ul style="list-style-type: none"> <li>Excellent customer service to all stakeholders</li> <li>Positive customer feedback</li> <li>Timely and regular provision of relevant information to families and significant others</li> <li>Documented evidence of regular communication with families, stakeholders and significant others</li> </ul>
Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented	<ul style="list-style-type: none"> <li>Professionally represent Inclusion Melbourne when engaging the community</li> <li>No negative feedback received related to representations made on behalf of organisation</li> </ul>
Ensure effective communication with all stakeholders	<ul style="list-style-type: none"> <li>All communications are positive and effective</li> <li>Displays a commitment to open and professional communication</li> </ul>

## KEY RESULTS AREA – OUR TEAM

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
Teamwork	<ul style="list-style-type: none"> <li>Attends and participates in relevant meetings</li> <li>Contributes to the development of the Support Coordination team ensuring communication is positive and effective</li> <li>Sets and keeps high standards of teamwork</li> <li>Openly supports and respects diversity within the team</li> <li>Works with team members to assist in planning and in achievement of team timeline, goals and outcomes</li> <li>Proactively supports other team members including coaching and mentoring &amp; support.</li> </ul>

## KEY RESULTS AREA – Other

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
Maintain and monitor a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> <li>Ability to assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and the ability to implement risk mitigation strategies</li> </ul>
Maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour.	<ul style="list-style-type: none"> <li>Workplace free from discrimination &amp; harassment.</li> </ul>
Training & Development	<ul style="list-style-type: none"> <li>Attends relevant training</li> <li>Demonstrates positive initiative and takes opportunities to increase skills</li> <li>Active participation in supervision meetings</li> <li>Feedback is accepted in an open and receptive manner</li> </ul>

## **ORGANISATIONAL RELATIONSHIPS**

<b>Reports to:</b>	Team Leader- NDIS Support Coordination
<b>Supervision:</b>	Potential for limited supervision of students
<b>Internal Liaisons:</b>	Administration & Finance staff Personalised Support Community Supports department Inclusion Training
<b>External Liaisons:</b>	People supported by Inclusion Melbourne, their families and/or carers National Disability Insurance Agency Non-government organisations External service providers Specialist agencies and services Members of the public Contracted professionals

## **SKILLS, KNOWLEDGE, EXPERIENCE**

The NDIS Support Coordinator will have relevant formal qualifications in disability or complementary fields and or relevant work experience that demonstrates the required competencies for the role. This includes a demonstrable understanding of the requirements of the role and well-developed information technology and interpersonal skills.

## **ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING**

### **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 limited supervision of junior staff or students
- accountable for meeting targets within defined parameters
- Accountable for maintaining excellent communication with participants and stakeholders
- Take responsibility for setting and achieving outcomes for self and lower classified staff /students
- 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 to participants 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 always have an operating phone on them 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 issues/decisions will be guided by policy and procedure under the guidance of the Team Leader and relevant manager
- 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 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
- Victorian Drivers' Licence and access to their own vehicle
- Support Coordinators are considered "authorised workers" and as such will be required to comply with the vaccination guidelines and advice as set out by the Victorian Department of Health and Inclusion Melbourne's vaccination policy and procedure.

### **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 goals and access opportunities /services to meet those goals
- Experience in working within the NDIS
- Case management experience
- Demonstrated ability to identify measure and report on outcomes
- Management of individual support packages



## QUALIFICATIONS & EXPERIENCE

Qualifications and or significant experience in case management / service coordination will be prioritised. Transferable and complementary skills in other fields will also be considered.

## QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Melbourne adopts a continuous improvement approach 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.

## PRIVACY, SECURITY & 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 will be 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.

### **How you will be measured in your role**

All staff are subject to an annual performance appraisal and at other set times during the year. The performance appraisal will be completed in relation to your position description and the delivery of your KPIs (Key Performance Indicators). The responsibilities, duties and KPIs for your role are defined and listed in your position description. A performance appraisal form is to be completed in collaboration with your manager.

The performance appraisal process has four components:-

- **Part 1 – Key responsibilities & KPIs: to measure competence** in all Key Performance Indicators as required by the role (and identified in the position description)
- **Part 2 – Current agreed action plan:** to identify goals and opportunities for improvement that allow you to fulfil individual and organisational objectives
- **Part 3 – Training & development opportunities undertaken since last appraisal**
- **Part 4 – Development & training plan for next twelve months**
- **Part 5 – Employee's overall comments on the session**
- **Part 6 – Supervisor's overall comments on the session**

## GENERAL INFORMATION

### Training & 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. Staff are also required to show others how the systems under their control operate.

### Occupational Health, Welfare and Safety

The 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 & Procedures

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality management system; *Document Central*, accessed via SharePoint. 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 to the Conditions of Employment policy.

### 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

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – [customerservice@accesspay.com.au](mailto:customerservice@accesspay.com.au)
- Fax – 1300 361 498

## **Long Service Leave**

Long Service Leave is provided for in the National Employment Standards (NES), the Long Service Leave Act 2018 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 (and prior to that Gawith Villa) to close for business over the Christmas/New Year period and during designated staff professional development days. Staff are encouraged to take annual leave, leave in advance or leave without pay during the Christmas/New Year two-week period. Staff should discuss specific work requirements with their manager. A calendar will be developed for each business unit and will be distributed to staff each year, identifying dates of service closure and public holidays.

## **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 organisational vehicles.

## **NDIS Worker Screening Check**

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

### **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.