

## Position Description

OVERVIEW	
Title	Support Coordinator
Department	Support Coordination
Reports To	Team Leader of Support Coordination
Location	
Date Prepared	July 2022

### PURPOSE

This role is responsible for providing Support Coordination to people with a disability, their families and communities. The role will assist participants to build the skills they need to understand, implement, and use their National Disability Insurance Scheme (NDIS) plan to achieve their goals and aspirations.

### PARAMETERS

Key Internal Stakeholders	Participants, participants' families, management, support staff, administration and general staff
Key External Stakeholders	Families and carers, people with a disability, Local Area Coordinators, NDIS, local government, allied partners, schools, work-related bodies, service providers and community groups

### QUALIFICATIONS AND REGISTRATIONS

- Relevant tertiary qualification
- Current driver licence
- Working with Children's check
- NDIS workers screening check
- First Aid and CPR

### KNOWLEDGE AND EXPERIENCE

- Minimum 2 years experience in the disability sector, ideally in a similar role supporting people with complex needs. Demonstrated understanding of the National Disability Insurance Scheme Act, National Disability Service Standards and other relevant legislation Person Centered Practice

## CORE SKILLS

### Specialist Skills and Knowledge

- Ability to build robust relationships and quickly establish rapport with participants and their families
- Strong analytical, problem solving and conflict resolution skills
- Ability to manage customer expectations
- Strong commitment to professional and ethical behaviour and a positive “can do” attitude
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple demands
- Ability to work collaboratively as part of a team, as well as the motivation and confidence to work effectively with minimal supervision
- Strong written communication skills to prepare and submit referrals and NDIA documentation
- Proficient computer skills, including experience using Microsoft Office and customer information systems

### Interpersonal Skills

- High level of interpersonal skills, including an ability to represent and negotiate on behalf of the organisation
- Ability to work collaboratively across all business streams of the organisation
- Demonstrated ability to communicate effectively with a person with a disability, their families, staff and external stakeholders

## MUTUAL COMMITMENTS

**Equal Opportunity.** Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.

**Diversity.** Onemda welcomes and embraces diversity through providing safe, positive and nurturing environment which celebrates the rich dimensions and contributions of diversity contained within each individual.

**Safety Screening.** An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.

The safety screening process incorporates the completion of the following:

- Criminal history check ([crimcheck.org.au](http://crimcheck.org.au))
- Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors)
- Disability Worker Exclusion Scheme (DWES) check

**Safeguards:** Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Service Delivery	<ul style="list-style-type: none"> <li>• Provide responsive, individualised services and support for each person and family, consistent with relevant legislation, quality frameworks and funding guidelines</li> <li>• Work collaboratively with families and participants to strengthen their skills and capacity to exercise choice and control, and achieve their goals</li> <li>• Promote empowerment and community inclusion of people with disabilities and their families</li> <li>• Support participants and their families to:               <ul style="list-style-type: none"> <li>○ Understand their obligations under Service Agreements</li> <li>○ Understand and optimise their plans to ensure they get the most out of their funded supports</li> <li>○ Resolve issues that arise during Plan implementation</li> <li>○ Prepare for Plan reviews</li> <li>○ Complete mandatory reporting to NDIS</li> <li>○ Engage and connect to services and supports.</li> </ul> </li> <li>• Continually gather and document relevant information about participant outcomes for the development of evidence-based reports and updates</li> </ul>
Service Tracking	<ul style="list-style-type: none"> <li>• Analyse and monitor delivery of services against NDIS plans</li> <li>• Liaise with NDIA regarding client funding</li> <li>• Support and monitor NDIS forecast budget and predict possible shortcomings</li> <li>• Track goals and goal progression with regular communication, evidence support documentation.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Develop and maintain strong relationships with relevant services, community groups and the NDIA</li> <li>• Develop and maintain strong relationships with individuals, families, carers and communities from culturally diverse backgrounds</li> <li>• Be proactive in promoting the Onemda Support Coordination service throughout the region, including schools, ECI services, local government, families, carers and regional networks</li> </ul>
General Areas of Responsibility	<ul style="list-style-type: none"> <li>• Keep abreast of sector trends and relevant legislation (particularly within the NDIS)</li> <li>• Develop and maintain a thorough understanding of the NDIS Price Guide</li> <li>• Identify areas for self-development to optimise individual performance as a Support Coordinator</li> <li>• Regular training and professional development to support support coordination growth.</li> </ul>
Culture	<ul style="list-style-type: none"> <li>• Consistently live and demonstrate the Onemda Values – leadership, development, respect, welcoming, caring and supportive</li> <li>• Ensure Onemda’s service provision is in accordance with the principals of social justice and with respect for the dignity and human rights of all persons</li> <li>• Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation</li> <li>• Adhere to the principles of The Victorian Charter of Human Rights 2006</li> </ul>

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WHS	<ul style="list-style-type: none"> <li>• Work in a safe manner and adhere to safety instructions as outlined in the Onemda Association's Policy and Procedure Manual and Emergency Management Plan</li> <li>• Participate in regular safety checks, including fire drills and contribute to the evaluation and review of such procedures.</li> <li>• Remain competent, physically able and informed in safe manual handling procedures</li> <li>• Use program areas, vehicles, equipment and program materials in a responsible and careful manner. An employee must not intentionally or recklessly interfere with, or abuse anything provided at the workplace</li> <li>• Direct communication with team leader regarding working arrangements and support needs.</li> </ul>
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Other Activities	Other activities and projects as reasonably directed.