



**VIVID**

## Position Description

TITLE:	Support Coordination Manager
REPORTS TO:	Executive Manager Corporate Services
DIVISION:	Corporate Services
TIME COMMITMENT:	76 hours per fortnight
DATED:	12 January 2023

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### POSITION SUMMARY

The Support Coordination Manager is responsible for:

- Working directly with National Disability Insurance Scheme (NDIS) participants, their families and carers, to assist them to understand, implement, manage and review their NDIS Plans.
- Promoting the independence of persons living with a disability to achieve their life goals through a range of programs, both centre-based and community-based, as well as flexible self-managed options.
- Assisting NDIS participants to maintain their lifestyle of choice to coordinate supports and participate in the community.
- Facilitating NDIS participants, their families and carers to build capacity to manage their own NDIS Plans and exercise choice and control over the supports they receive.
- Ensuring all support coordination clients of Vivid are provided with appropriate and timely services by managing the delivery of support coordination services by other Vivid Support Coordinators.
- Supporting the support coordination team including the active involvement in the recruiting and training of new staff, performance appraising and day to day supervision.
- Coordinate the service delivery processes of the Support Coordination team to ensure compliance and efficient service delivery.

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### CORE RESPONSIBILITIES

Responsibilities	Performance Measures
1. <b>Operations</b>	
1.1 Reviewing the NDIS Plan	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>• Interpreting the NDIS Plan and working with the supported person, their family and carers, to determine how to implement the Plan to the best advantage of the supported person.</li> <li>• Where necessary, proceed with a Plan Review.</li> </ul>
1.2 Implementing the NDIS Plan	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>• Interacting with formal supports (community/health providers), informal supports (friends/family members) as well as the supported person.</li> <li>• Liaising with supported persons, their families and carers, and disability service provider staff to empower and enable supported persons to have quality of life to enhance and grow independence.</li> <li>• Achieving excellent supported person, family and carer satisfaction ratings of services.</li> </ul>
1.3 Documenting and recording	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>• Accurately recording case notes and other relevant information.</li> <li>• Obtaining quotes for supports from service providers.</li> <li>• Ensuring that documentation is sufficiently detailed, accurate and recorded in a timely manner to support the best possible outcomes for the supported person.</li> </ul>
1.4 NDIS compliance	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>• Ensuring that the supported person's Plan and budget are monitored and complied with.</li> <li>• Meeting NDIS reporting requirements.</li> </ul>
1.5 Provision of responsive, individualised services and supports	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>• Delivering superior customer service to co-design care supports based on NDIS Plans, goals and individualised budgets.</li> </ul>

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Responsibilities	Performance Measures
1.6 Ensure best practice is implemented	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Regular collection, analysis and reporting on all Support Coordination.</li> <li>Measuring the quality and performance of services against external benchmarking.</li> </ul>
1.7 Assess and respond to Support Coordination service referrals	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Assessing and responding to Support Coordination services requests in a timely manner.</li> </ul>
1.8 Coordinate caseloads of support coordinators	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Allocating Support Coordination cases to individual Support Coordinators to ensure adequate resources are available to respond to Support Coordination needs of participants in a timely manner.</li> </ul>
1.9 Monitor delivery of Support Coordination Services	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Monitoring Support Coordination activity to ensure Support Coordination milestones/ reporting timeframes are met.</li> <li>Overseeing timely and accurate documentation of Support Coordination services delivered.</li> </ul>
1.10 Identify and take appropriate action in relation to any incidents of violence, abuse, neglect or exploitation of people with a disability	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Ensuring that all incidents involving persons with a disability are immediately referred to the appropriate manager at Vivid, other disability service provider or authority.</li> <li>Thorough and detailed documenting of incidents.</li> </ul>
<b>2. Finance</b>	
2.1 Participant funding	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Ensuring that funding is available, and sufficient, for all services accessed by each supported person.</li> </ul>
2.2 Ensure strict compliance with financial procedures systems.	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Compliance with financial procedures including (but not limited to) purchasing and payment authorisations, petty cash, reporting and other accountability procedures.</li> </ul>
2.3 Other duties as directed	

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Responsibilities	Performance Measures
<b>3. Customers</b>	
3.1 Review service provision	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Annual (at a minimum) assessment of services.</li> <li>• Collection, analysis and reporting on data gathered from supported persons, their families and carers, and disability service provider staff.</li> </ul>
3.2 Develop partnerships within the community	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Developing mutually beneficial collaborations with Community Service Organisations, businesses, individuals and others.</li> </ul>
3.3 Alignment of services with each supported person's NDIS Plan goals	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Supporting a streamlined planning process that delivers the best possible outcomes for supported persons.</li> <li>• Coordination of detailed and timely NDIS Plan Review submissions to the NDIA.</li> </ul>
3.4 Communication	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Assisting supported persons, their families and carers, with the transition to the NDIS.</li> <li>• Preparation for planning meetings, ensuring the supported person, their family and carers, are well prepared and versed in their support needs.</li> <li>• Provision of information about the market, including what services are available, provider capacity and limitations.</li> <li>• Working with supported persons, their families and carers, to have a clear understanding of individual funding and their Core Supports.</li> </ul>
3.5 Responding to feedback and enquiries	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Responding to client, family/carer and staff enquiries feedback in a timely, efficient, empathetic and supportive manner</li> <li>• Responding to staff enquiries in a timely, efficient and supportive manner</li> </ul>

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Responsibilities	Performance Measures
3.6 Complaints and compliments	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Active involvement in relation to any complaints and compliments including the timely referral of the complaint or compliment to the CEO</li> <li>• Thorough and detailed documenting of all actions</li> </ul>
3.7 Other duties as directed	
<b>4. People</b>	
4.1 Recognise and uphold the rights of all supported persons and advocate on their behalf	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Preparing for, and contributing to, NDIS Plan Review submissions which advocate for and advance each supported person's case for adequate funding.</li> <li>• Thorough and detailed documenting of all actions taken.</li> </ul>
4.2 Performance management, including disciplinary processes	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Monitoring all performance management activities.</li> <li>• Ensuring that performance management is carried out in a consistent, fair and reasonable manner in consultation with the Human Resources Manager.</li> <li>• Strict adherence to the Disciplinary Policy.</li> <li>• Thorough and detailed documenting of the actions taken.</li> </ul>
4.3 Assist and provide support, advice and mentoring to staff as required	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Timely responses to requests for advice and support.</li> <li>• Proactive, and not just reactive, support of staff.</li> <li>• Offering advice and support to staff, and strategies for dealing with issues as they arise.</li> <li>• Ensuring lines of communication are open and flowing in all directions.</li> <li>• Establishing forums and other communication systems to ensure information is available to staff on developments in the disability sector.</li> </ul>

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Responsibilities	Performance Measures
4.4 Model appropriate values and behaviours in respect to service delivery, relationships with staff and peer groups	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Active and regular participation in staff meetings.</li> <li>• Promote the Values of Vivid at every opportunity.</li> <li>• Contribute content to publications such as the CEO Staff Briefing which emphasise the Values.</li> <li>• Supporting a culture of learning and continuous improvement is embedded in the staff.</li> </ul>
4.5 Change management	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Assisting with brand cohesion between employees' values and those of the organisation - our staff must live, breathe and believe in the values of Vivid.</li> <li>• Consulting with the Executive Manager Corporate Services and collaborate with other senior managers who will have the responsibility to embed the principles of the customer centred design.</li> </ul>
4.6 Other duties as directed	

### ADDITIONAL RESPONSIBILITIES

As directed by the Executive Manager Corporate Services.

### ACCOUNTABILITIES

Refer to Position Description - Accountabilities published on Vivid's website.

### ORGANISATIONAL RELATIONSHIPS

**Reports to:** Executive Manager, Corporate Services

**Supervises:** Support Coordinators

**Internal liaisons:** All Vivid staff and volunteers.

**External liaisons:** NDIA and Intereach staff; supported persons, their families and carers; business operators and the broader community; disability services providers.

## **Position Description - Support Coordination Manager**

### **ESSENTIAL ATTRIBUTES**

#### **Judgement and Decision Making**

The position involves problem solving and the development of options, and strategies to address issues.

The position will require the use of initiative in developing approaches and resolving issues.

#### **Specialist Skills and Knowledge**

A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

Understanding of the requirements of relevant legislation including the Victorian Charter of Human Rights and Responsibilities, the Privacy Act and the Occupational Health and Safety Act.

#### **Management and Leadership Skills**

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability and experience managing staff and leading a team.

Demonstrated ability to be pro-active and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Well-developed computer skills with a preference for the ability to utilise all Microsoft Office programs.

#### **Interpersonal Skills**

Highly developed written and oral communication skills.

Ability to develop collaborative networks within professional and supported persons' communities.

Excellent negotiation skills.

#### **Licences and registrations**

A current police check, Disability Worker Exclusion List check and current Working with Children's Check.

A current Australian driver's licence.

## **Position Description - Support Coordination Manager**

### **Desirable**

Experience in working with people with a disability.

A current unrestricted Australian Driver's licence.

### **Additional information**

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.

The Manager may be required to work reasonable additional hours to properly perform the Manager's duties described in this Position Description or as directed by Vivid. The Manager will not be entitled to any additional remuneration for any additional hours worked as the Manager's Total Remuneration Package will be set to compensate the Manager for these reasonable additional hours.