

Position Description

TITLE: Support Coordinator

REPORTS TO: Support Coordination Manager

DIVISION: Vivid Support Coordination

TIME COMMITMENT: ## hours per fortnight

DATED: December 2024

POSITION SUMMARY

The Support Coordinator is responsible for:

- Collaborating with NDIS participants, their families and carers, in assisting 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 establishing connections with service and service providers.
- Regularly monitoring and reviewing plans, recording and reporting outcomes to the Participant and NDIA within required timeframes.
- 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.

CORE RESPONSIBILITIES

| Responsibilities | Performance Measures |
|--------------------------------|---|
| 1. Operations | |
| 1.1 Reviewing the NDIS Plan | Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • 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. • Where necessary, proceed with a Plan Review. |
| 1.2 Implementing the NDIS Plan | Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Interacting with formal supports (community/health providers), informal supports (friends/family members) as well as the supported person. |

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| Responsibilities | Performance Measures |
|---|---|
| | <ul style="list-style-type: none"> • 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. • Achieving excellent supported person, family and carer satisfaction ratings of services. |
| 1.3 Documenting and recording | <p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Accurately record case notes and other relevant information. • Obtaining quotes for supports from service providers. • Ensuring that documentation is sufficiently detailed, accurate and recorded in a timely manner to support the best possible outcomes for the supported person. |
| 1.4 NDIS compliance | <p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensuring that the supported person's Plan and budget are monitored and complied with. • Ensuring that all NDIS reporting requirements are complied with. |
| 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"> • Delivering superior customer service to co-design care supports based on NDIS Plans, goals and individualised budgets. |
| 1.6 Ensure best practice is implemented | <p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensure the regular collection, analysis and reporting on all support coordination. • Measuring the quality and performance of services against external benchmarking. |
| 1.7 Other duties as directed. | |
| 2. Finance | |
| 2.1 Participant funding | <p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensure that funding is available, and sufficient, for all services accessed by each supported person. |
| 2.2 Other duties as directed. | |

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| Responsibilities | | Performance Measures |
|---------------------|---|--|
| 3. Customers | | |
| 3.1 | Plan and evaluate service provision | Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Annual (at a minimum) assessment of services. • Collection, analysis and reporting on data gathered from supported persons, their families and carers, and disability service provider staff. |
| 3.2 | Develop partnerships within the community | Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Developing mutually beneficial collaborations with Community Service Organisations, businesses, individuals and others. |
| 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"> • Ensure that the planning process is streamlined and delivers the best possible outcomes for supported persons. • Ensure that submissions to NDIS Plan Reviews are thorough, detailed and lodged on time with the NDIA. |
| 3.4 | Communication | Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Assisting supported persons, their families and carers, with the transition to the NDIS. • Preparation for planning meetings, ensuring the supported person, their family and carers, are well prepared and versed in their support needs. • Provision of information about the market, including what services are available, provider capacity and limitations. • Ensuring supported persons, their families and carers, have a clear understanding of individual funding and their core supports. |
| 3.5 | Other duties as directed. | |
| 4. People | | |
| 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"> • Prepare and contribute to NDIS Plan Reviews submissions which advocate and advance each supported person's case for adequate funding. • Thorough and detailed documenting of all actions taken. |
| 4.2 | Other duties as directed | |

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ADDITIONAL RESPONSIBILITIES

As directed by the Support Coordination Manager.

ACCOUNTABILITIES

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

ORGANISATIONAL RELATIONSHIPS

Reports to: Support Coordination Manager

Supervises: Nil

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.

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 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.

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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 (if applicable).

A current Australian driver's licence.

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.