

## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	Support Coordinator
<b>CLASSIFICATION LEVEL</b>	SHCADS Level 4
<b>PROGRAM</b>	Elcies Disability Care

### OVERVIEW

Elcies Disability Care (EDC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, refugee services and NDIS disability services support (South Australian only). EDC is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

The National Disability Insurance Scheme (NDIS) offers funding to people with a broad range of physical, intellectual and psychosocial impairments. Some of these people have complex challenges in their lives that reduce their capacity to utilise that funding in the best way possible. EDC Support Coordinators assist these people to make the best out of the funding they receive in a complex care coordination/complex case management way.

### ROLE SUMMARY

The aims and objectives of this role are to ensure:

- Clients are supported in living their best lives in the place of their choice
- Clients indicate they are satisfied and engaged with their services
- The needs of those contacting the service are appropriately assessed, with referral to and/or identification of appropriate services.

### REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Support Coordinator reports directly to the Executive Manager, Specialist Services.

### SPECIAL CONDITIONS

- The successful applicant will be required to hold a current and satisfactory Working with Children Check **and** a Disability Services Check prior to being employed.
- The successful applicant must hold a current South Australian Driver's Licence and possess a registered roadworthy vehicle available for work use. Local and intra-state travel may be required.

## CORE BEHAVIOURS/ RESPONSIBILITIES

<b>ROLE:</b>	<b>EDC Staff Responsibilities and Duties:</b>
<b>Elcies Disability Care Culture</b>	<ul style="list-style-type: none"> <li>• Model ethical behaviour and practice consistent with the Christian ethos of Elcies Disability Care as outlined in the Code of Conduct and stated values.</li> <li>• Adhere to and support EDC's policies and procedures.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>• Support EDC's senior management team's decisions and ensure that instructions are carried out.</li> <li>• Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li> <li>• Attend and actively participate in regular team meetings and forums as required.</li> <li>• Report to the supervisor as required.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li> <li>• Promote and adhere to EDC's Work Health and Safety guidelines.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Maintain records of activities as required for accountability purposes.</li> <li>• Manage resources and risks efficiently and effectively.</li> <li>• Work within established or negotiated financial and time constraints</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to the delivery of high quality services.</li> <li>• Understand and support continuous quality improvement in EDC.</li> </ul>
<b>NDIS specific</b>	<ul style="list-style-type: none"> <li>• Support the client to implement their NDIS Plan</li> <li>• Report outcomes and success indicators to the NDIA within the agreed timeframe</li> <li>• Up line reportable incidents to the responsible manager</li> </ul>

## CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	Responsibilities and Duties Specific to the Role:
<b>Service Delivery:</b>	<ul style="list-style-type: none"> <li>• Work with a range of clients.</li> <li>• Supporting clients to develop, implement, monitor and achieve their goals using a range of person centred tools.</li> <li>• Establish strong links between specialist and mainstream service providers that encourage access for a person with a disability and supports them to achieve their individual goals.</li> <li>• Provide information and referral to support clients to access appropriate resources and services, with external agencies and service providers, as appropriate.</li> <li>• Ensure support provided to clients is well informed, accurate and best meets client's needs.</li> <li>• Document and create reports on client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.</li> <li>• Notify Management of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as required.</li> <li>• Supporting the client in understanding their budget, negotiating value for money and entering into service agreements with other organisations.</li> <li>• Support clients in a range of activities appropriate to the individual to build their capacity.</li> <li>• Active participation in a team by contributing to collaborative working relationships, team initiatives and professional development.</li> <li>• Prepare for and attend review meetings, case conference and consultation meetings and ensure appropriate documentation is kept.</li> <li>• Clearly identify and communicate client value proposition to ensure growth and reputation of our services.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Identify and develop key strategic relationship networks to achieve goals, and improve outcomes for clients and service delivery methods.</li> <li>• Build and maintain positive relationships with peers, clients and external stakeholders.</li> <li>• Promote, facilitate and model positive collaboration between agencies and sectors.</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• This position can expect to form and maintain close working relationships with, but not limited to;</li> <li>• EDC Senior Management and Managers</li> <li>• Clients, their families and carers</li> <li>• Referral agencies</li> <li>• Medical and Allied Health Professionals</li> <li>• Regulatory and Complaint agencies</li> <li>• Other government agencies</li> </ul>
<b>Case Management</b>	<ul style="list-style-type: none"> <li>• Deliver client centred, strengths based Case Management.</li> <li>• Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs.</li> <li>• Ensure and maintain confidentiality for all clients.</li> <li>• Write Reports as required.</li> </ul>

## PERSON SPECIFICATION

### REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Tertiary qualification within the health and/or disability sector or equivalent practical experience.
- Demonstrated understanding of the National Disability Insurance Scheme including participant planning, reporting, price guides, Assistive Technology, mandatory reporting, Quality and Safeguards and Support Coordination.
- Demonstrated case management and coordination experience.
- Excellent attention to detail, problem solving, organisational and planning skills.
- A minimum two years' experience working as a Support Coordinator or in a capacity building role within the NDIS system.
- Experience in connecting clients to services under a client direct care model.
- Excellent communication skills and a strong commitment to customer service.

Employee: \_\_\_\_\_ Witness: \_\_\_\_\_

Date: \_\_\_\_\_