

## Support Coordinator Position Description

### Purpose of Role / Scope of Practice

Support Coordinators play an integral role for NDIS Participants within our organisation, primarily through developing and delivering information to Participants that is easy-to-understand and relevant to their specific needs. Support Coordinators help Participants interpret their NDIS plan and assist them with putting in place the supports they require through researching, coordinating, and managing complex support requirements to meet each Participant's individual needs.

As a Support Coordinator, you must help Participants understand their plan and make recommendations to them for pursuing services that are of good value and that align with their unique goals and objectives. The pursuit of Participant's services must achieve balance within Participant's dignity of risk, choice, control, and safety, as well as comply with all relevant NDIS legislation, standards and guidelines, as well as our organisation's policies and procedures.

Level 2 and 3 Support Coordinators must maintain a high level of knowledge and skills to effectively assist Participants with complex needs. This includes (but is not limited to) the pursuit of Participant goals, the ability to assist Participants during crisis situations, provide complex management and support where a multilayered or cross-system response is required, or where Participants require a great volume of supports from across a large team.

In addition to supporting NDIS Participants, Support Coordinators must seek to collaborate effectively with members of our multidisciplinary clinical and support work teams, building relationships and communicating effectively between team members, Participants, and organisational stakeholders. Support Coordinators must also have the initiative to seek alternative service providers when necessary and in the best interests of a Participant's supports.

### Experience Required

- Prior work experience in NDIS Support Coordination or a similar role within a business environment.
- Qualifications in a relevant allied health or community services field such as psychology, community services, or mental healthcare.
- Ability to provide level 3 specialist support coordination services for clients with complex needs and complex challenges.
- Prior coordination experience working alongside people with a diverse array of disabilities and support needs.
- Have an in-depth understanding of the disability and community sectors within the context of the NDIS.
- Possess computer literacy and the ability to utilise hardware and software relevant to performing the role.
- High level of administrative and organisational skills

#### **Attributes / Qualities Required**

- Professional approach
- High level of numeracy and literacy
- Excellent computer literacy and confidence and capability in using systems and technology
- Strong administrative and time management skills
- Ability to coordinate tasks and follow efficient work practices
- Ability to build and maintain strong community connections and relationships with service providers, individuals, and/or families/carers
- Thorough understanding of the NDIS Price Guide and means of maintaining flexibility within budgets, as well as NDIS legislation and rules
- Strong analytical, critical thinking, and problem-solving skills
- Ability to work with minimal supervision
- Excellent interpersonal and active listening skills
- Excellent written and verbal communication skills
- Ability to adapt communication style to meet Participant needs
- Ability to effectively resolve conflicts

#### **Main Duties / Responsibilities of Role**

- Implement NDIS Participant's plans by aligning with the most suitable support options from within the organisation, and outside of the organisation.
- Work with the Participant and members of the organisation to develop service agreements for the Participant and arrange for appropriate service bookings in support of the Participant.
- Increase the capacity of the Participant to manage and direct their own supports over time.
- Work with the Participant and members of our multidisciplinary clinical and support work teams to strengthen the Participant's formal and informal support networks.
- Strengthen and enhance Participant's capacity to explore, interact, and connect with their local communities through providing assistance to resolve problems or issues as they arise.
- Work in accordance with the Participant's needs to provide alternative support options (including those that may be found outside of the organisation) when required for the Participant.
- Develop and maintain strong relationships with Participants and their families, carers and advocates, the NDIA, members of our multidisciplinary clinical and support work teams, and other support providers and members of the community.
- Assess available service options for Participants located within the community, formal and informal supports, and across the organisation and different providers (where required).
- Arrange for any assessments required to determine the nature and type of funding needed by the Participant.

- Determine the budget for Participant's support types, liaising with plan managers, and advise any relevant personnel, including plan managers and practitioners, of the breakdown of funds.
- Assist Participants with any necessary preparations for their regular plan reviews by supporting them to assess whether they achieved their goals, received good value for money from their plan, and if they were able to work with the organisation to identify and implement solutions to problems experienced during their plan.
- Support Participants with complex needs to access the most appropriate support services and resources, navigate the complexities of their plan and pursue their goals, assist in crisis situations, and effectively coordinate effective responses to Participant support needs across multiple systems and teams.
- Answer general enquiries and provide accurate information regarding Direct Focus Solutions and its services.
- Make required amendments to services and other documentation related to Participant's supports as required.
- Fulfil other miscellaneous duties as required by management.

#### **Quality Assurance Tasks / Accountabilities of Role**

- Provide our organisation and the NDIA with reports on a Participant's specific goals, outcomes and success indicators as requested and required.
- Maintain at all times, the privacy and confidentiality of Participants and their carers/family members, as well as members of the organisation, in accordance with all applicable organisational privacy and confidentiality policies and procedures.
- Monitor for and effectively manage any real or perceived conflicts of interest in accordance with organisational policies and the NDIA's Terms of Business.
- Position oneself as the key contact for Participants with regard to service issues, complaints, major changes to their services, as well as regular plan reviews.
- Be always available to assist Participants with resolving any problems or issues that arise during the delivery of their plan.
- Ensure that Participants always understand the responsibilities of the organisation and the Participant as detailed within NDIS guidelines and the organisation's service agreement.
- Ensure legal compliance throughout the support coordination process is achieved.
- Help to document, organise, and store records related to participant services in accordance with organisational privacy and confidentiality and record management policies.
- Ensure that all documents sent to team members, Participants, and stakeholders are current and accurate.

**Maintaining Performance and Professional Development**

- Display a commitment to continuous improvement, working to develop and maintain professional skills and knowledge through involvement in ongoing professional support.
- Participate in regular supervision and Professional Development opportunities if required.
- Participate positively in performance appraisals.
- Maintain compliance with performance management principles.