

## POSITION DESCRIPTION

### Support Coordinator

Division:	Specialist Services
Department:	Coordination of Support
Job Profile:	DSD Level 5- DSD Level 6
Banding or Award:	Social Community Home Care and Disability Services Industry Award 2010
Reports To:	Manager- Coordination of Support

## About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

## Our Values



### INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



### LEADERSHIP

We are a sector and service leader by **innovating, improving,** and **partnering** with others



### COURAGE

We **act** on our **values** ensuring they are central to everything we do



### RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation,** and **recognition**



### TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

## Primary Purpose

The Support Coordinator will support participants and guardians to understand and implement the funded supports in the NDIS plan. The Support Coordinator will link participants to community, mainstream, funded, non-funded and other government services. They will help build participant capacity to exercise choice and control, to coordinate supports and access participants' local community.

Support coordinators will ensure service agreements and service bookings are completed and the participants budget is utilised effectively so participants can achieve their goals.

## Key Accountabilities

### Application of Organisation/ Sector Knowledge:

- Maintain knowledge of NDIA and other government department policies and procedures.
- Understand Ability Options' strategy and the contribution of this role to its success.
- Productive utilisation of time within a billable hours framework.

### Planning:

- Working with participants and guardians to plan and allocate supports within their available funding for a range of services to achieve the NDIS plan goals of the participant.
- Work with participants and providers to negotiate, review and monitor services to best achieve participant goals.
- Assist in the preparation for NDIS plan reviews and assist with developing and refining participant goals to ensure that they are getting the most from funded supports.

### Teamwork/ Leadership and Culture:

- Work cohesively with other team members and stakeholders both internal and external.
- Assist in building and implementing the Ability Options' culture (accountable, empowering, proactive, transparent, cross-functional, continuous improvement, person- centred), and model the values.
- Participate as an effective member of the team and demonstrate leadership.

### Communication:

- Effective communication (both verbal and written) with internal colleagues and external contacts including other employees, management and senior management, participants and funding bodies.
- Maintain effective relationships with management and senior management and advise manager of significant operational matters as they arise.
- Effectively collaborate with other teams and programs to ensure effective alignment of services across Ability Options.

### Service Excellence:

- Comply with policies and processes to deliver compliant service excellence.
- Ensure programs deliver agreed levels of service based on planned outcomes.
- Monitor participant plan achievement, service standards and participant satisfaction and adjust services/ programs/ plans in response.
- Ensure timely and effective resolution of participant issues, and assist in preventing points of crisis.
- Maintain accurate and timely participant case notes on the WeConnect system to assist in service delivery.
- Perform other tasks as reasonably directed by management.

### Quality- Continuous Improvement:

- Ensure all operations are conducted efficiently and effectively and use judgement and initiative to work with colleagues and manager to resolve any operational issues.
- Contribute to the continuous improvement of programs and services by feedback and suggestions.
- Adopt and utilise efficient practices and proactively.

### Financial Sustainability/ Value for Money:

- Ensure all services are delivered with agreed plan budget and provide 'value for money.'
- Ensure timely processing of all revenue claims.
- Ensure billable hour KPIs are achieved in line with billable targets.

### Risk Management/ Compliance/ WHS:

- Ensure compliance with all internal and external quality, contractual and legislative obligations- including NDIS process compliance.
- Ensure all operations are risk assessed and conducted safely.
- Ensure all activities consider and promote the physical and psychological safety of Ability Options people and other stakeholders.

### Position Dimensions

This position has no direct reports.

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedures, in conjunction with CEO directives.

Exercise judgement and initiative.

Financial delegations as per Ability Options policy and within agreed budgets.

### Key Relationships

- |  |                                |                                    |
|--|--------------------------------|------------------------------------|
| • Executives                             | • General Manager              | • Other Managers                   |
| • Other Employees                        | • Support Coordinators         | • Participants                     |
| • Families and guardians of participants | • Relevant Government Agencies | • Relevant non Government Agencies |

### ESSENTIAL CRITERIA

- Well developed planning, time management and problem-solving skills.
- Strong communication skills- written and verbal.
- Current knowledge of Ability Options' policies and procedures relating to the NDIS programs.
- Current knowledge of NDIS policies, programs and processes relating to the NDIS.
- Current Driver License- Minimum P2.
- Current Working with Children and NDIS Worker Screening Check.
- Demonstrated ability to interpret and write reports.

### General Attributes:

- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Outcomes focussed, deliver results and take personal responsibility for the quality, achievement of outcomes and quality of work.
- Effective communication (written and verbal) and be able to convey and adjust ideas and messages in an appropriate manner.
- Highly customer focussed and able to collaboratively build and maintain relationships with internal and external stakeholders.
- Highly organised, self-motivated and ability to effectively manage multiple tasks, priorities and business needs that achieve quality results.

## DESIRABLE CRITERIA

- Ability to assess risk in context of best practice service delivery.
- Relevant tertiary qualifications.
- Knowledge and experience of billable framework.
- 1+ year disability sector experience.
- Mental health sector experience.

## SIGN OFF

Employee Name:

Signature:

Manager Name:

Signature:

Date:

## VERSION CONTROL

PD DEVELOPED BY:

Dawn Brown, General Manager- Specialist Supports

PD APPROVED BY:

Naomi McCorkell, Chief Operating Officer

REVIEWED BY HR:

Zsuzsanna Kolozsy, Human Resources Business Partner

PD EFFECTIVE DATE:

10 June 2021