

## Position Description

<b>Position Title:</b>	Support Coordinator
<b>Division:</b>	Operations, Support & Specialist Services
<b>Direct Reports:</b>	Nil

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcotts' Consultation and Planning Services aim to support our customers to fully maximize the resources articulated in their NDIS plan. We aim to build capacity and resilience in our customers, whilst being responsive to additional needs that may arise from complex life circumstances.

### KEY OBJECTIVE OF THE POSITION:

The Support Coordinator will:-

- Provide support as articulated in the customers NDIS plan
- Assist customers to connect to and engage with, informal and mainstream funded supports which will assist the customer to achieve their goals

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- Support the customer to access services within the given annual budget
- Fully understand the environment in which the customer is living and be able to respond to and resolve, crisis circumstances that impact on the customers' ability to achieve their goals
- Build capacity in customers to maintain support relationships with the end goal being a reduction in the customers need for support connections

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Thorough understanding of the issues facing people living with a disability within the Australian context
- A strong enablement focus and thorough understanding of the strengths based methodology
- Well-developed problem solving skills and ability to respond in crisis situations
- Ability to build rapport quickly
- Excellent phone manner and ability to maintain rapport with customers over the phone or via telecommunications
- Ability to interpret NDIS plans and set SMART goals within the Support Coordination service offering
- Ability to work autonomously in an office or community environment
- Ability to stay calm under pressure
- In depth knowledge of the local service environment in which the customer lives, including funded and non-funded services
- Ability to remain objective and impartial when providing support and guidance
- Well-developed time management skills
- Proficient computer and administration skills
- Knowledge of the Disability Services Act & Standards
- Knowledge of the Child Protection Legislation and the principles of *Keep Them Safe*.
- Knowledge of Strengths Based, Person Centered approaches.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in social sciences, health or other relevant professional field or a diploma in Disability Services studies with at least two years of experience working with people living with a disability
- Extensive experience working with people with a disability living within complex situations;
- Experience working with customers and their families in times of crisis
- Demonstrated experience in interpreting and implementing individual plans
- Demonstrated experience in providing support using an enablement and strengths based approach
- Experience working with people living with a disability who may require additional support with their communication or cultural needs
- Current Drivers' License
- First Aid Certificate

### DELEGATION LEVEL

- Nil

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

The Support Coordinator works to support customers in achieving their goals by providing:-

- accurate and useful information
- support to navigate opportunities and service offerings
- support with decision making

- emotional support
- Support with problem solving, particularly in times of crisis

### Relationship Building

- Builds and sustains relationships with external service providers and mainstream supports for the purpose of maximising opportunity for customers.
- Collaborates with other Northcott services to achieve program and organisational goals.

### Leadership

- Demonstrates a commitment to the Northcott vision and values
- Serves as a positive role model and expression of exceptional customer service.
- Drives continuous improvement
- Recognises the need for ideas and efforts which consistently improve how well our services and products are delivered.
- Suggests new processes or improvements.
- Generates workable solutions to problems.
- Generates original ideas.

### Financial Impact

- Manages their work within the financial boundaries of each customers plan and their informed financial consent.

### Time Impact

- Completes agreed activities within the hours allocated within the customers NDIS plan
- Prioritises duties / responsibilities in a manner consistent with customer goals.
- Ensures reporting data is captured and communicated in accordance with requirements set out in the NDIS plan.

### Team Work

- Contributes to the team on areas of specialisation.
- Provides advice to team members when requested.
- Regards team members in a positive light.
- Values others' input and expertise and is willing to learn from others.

## DUTIES

The typical duties of this position include:

1. Develop and maintain a trusting relationship with the customer to enable efficient and effective engagement in the delivery of the customers plan.
2. Undertake with customers a detailed "unpacking" of their goals relating to the Support Coordination service.
3. Develop and document SMART goals to better define and prioritise the broad goals, as set out in the Support Coordination line of the customers NDIS plan.
4. In conjunction with customer and relevant parties, clearly articulate and delegate responsibility for all activities required to meet each individual goal.
5. Work with an enablement and strengths based approach to implement the support required to achieve customer goals;
6. Monitor, review and report customer outcomes against all SMART goals and as directed by the customers NDIS plan.
7. Support customers and relevant parties to build capacity, problem solve and resolve issues as identified and particularly in periods of crisis.

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8. Work within a multidisciplinary team to provide a high quality service to customers, by sharing knowledge and experience and by learning from others.
9. Ensure the service operates within the appropriate legislative framework (Disability Standards, Child Protection legislation etc.) and Northcott's policies and procedures.
10. Ensure effective management of administrative tasks such as maintenance of relevant records, client data, client file audits, and service provision.
11. Be aware of and sensitive to the needs of customers from Aboriginal and Torres Strait Islander (ATSI) or Culturally and Linguistically Diverse (CALD) backgrounds. Ensuring that any interpretation services obtained are from qualified independent interpreting services

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### **NORTHCOTT POLICY AND PROCEDURES**

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**