

Position Description - Support Coordination Assist

Position Title:	Support Coordination Assist
Work Location:	Newborough
Employment Conditions:	Permanent/ Casual/ Short Term
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
Tenure:	Short Term Contract Length / Delete
Position Reports To:	Support Coordination Manager or Senior Support Coordinator

About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their careers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launch our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community.

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About The Role: Support Coordination Assist

The Support Coordination Assist will be responsible for all manner of reception and administrative support functions to our Support Coordination team. This role is an all-rounder function and will be a critical piece of our improved support coordination administration functioning supporting Support Coordinators. It may also provide administration duties for support coordination management, and may be called upon to cover other administration duties in the absence of other staff or during leave periods.

The key activities of the Support Coordination Assist involve following up services for Support Coordinators, completing referrals, researching services available for Support Coordination participants. This role will also include incidental front line reception duties across all mediums, file management, preparation of correspondence, proofing, review and reconciliation of support coordination documents for participants, system generated reporting. Essentially, this role will actively pursue process improvement and efficiency, identifying opportunities to provide more effective administrative support to the business, particularly our Support Coordination team. The role will be tasked with dealing promptly and professionally with urgent queries or changing priorities, postponements and cancellations, as well as preparing documentation pertaining to new client information or manager coordination needs as requested and assisting participants when their Support Coordinator is not available. This may include administration of our CRM, records management and archiving, invoice management. The Support Coordinator Assist will need to model appropriate behaviours, adjusting accordingly to the needs of our participants or their various customers.

The position will carry a small caseload of participants and will be responsible for overseeing the caseloads of other support coordinators during periods of leave throughout the year.

A high level of customer service is required, as well as the ability to take on organised and responsive approaches in the workplace. The role also holds responsibility for contributing to improvements in client experience, administrative systems and processes thus assisting in effectiveness of our service, efficiency and customer satisfaction for our participants. Confidentiality and professionalism are essential to the role.

KEY RESPONSIBILITIES

Client Contact

- Effectively manage face to face and telephone participant contact and relay accurate content to our CRM system, client files, and Support Coordination team.
- This role may undertake an initial basic assessment of client needs to ensure referral to appropriate Headway or other services (service request).
- Following up services for Support Coordinators, completing referrals, researching services available for support coordination participants
- Handle emergency client situations and matters with appropriate urgency, empathy and professionalism to provide quality professional services.
- Demonstrate an appropriate level of verbal and written communication skills, to assist participant and provide a high level of quality service to participants
- Administer all professional correspondence in a time-efficient and organised manner, in the timelines committed.
- Schedule appointments and services effectively and efficiently for our participants.

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- Make decisions regarding the urgency of individual client needs and appointment scheduling, in consultation with Management and program support.
- Oversee caseloads of support coordinators who are on leave and provide support and regular contact to their participants

General Administration

- Undertake a wide range of general and high-level administration including external and internal correspondence, file management and record keeping.
- Collate accurate, thorough and clear records and details as they relate to our participants, processes and activities.
- Administration of CRM management for all client related data/enquiries, as well as any other associated software or systems related to our client data as appropriate.
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and client rights.
- Assist with service mapping and development of a database of services available
- Assist the Support Coordination team with reporting requirements and having systems available to track progress / caseloads / hours etc

Policies, Procedures & Systems

- Adhere to, and comply with Headway organisational policies, processes and procedures, using appropriate systems where required.
- Model the organisation's values, play a role in raising the profile of these values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

Continuous Improvement

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.
- Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.

Other

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan.

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REPORTING

Line Manager:	Support Coordination Manager/Senior Support Coordinator
Manages:	N/A
Key Stakeholders:	External parties and the general public, our internal Planning and Support Teams, Volunteers, Participants, Family Members, Administration, Management and other staff. Role will also interface with centre suppliers, external referred agencies or supports as appropriate.
Note:	Reporting arrangements may change from time to time depending on business requirements.

KEY PERFORMANCE INDICATORS (KPI'S)

- Provision of an efficient, effective and welcoming point of contact for actual and potential participants with complex needs.
- Ability to manage and prioritise administrative tasks efficiently and effectively demonstrating a systematic and organised approach to work.
- Maintain a high level of discretion and confidentiality, professionalism and service standards (internally and externally).
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support administration processes.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes.
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions.
- To contribute to the effective management and exceptional service of the Support Coordination team and the wider business.
- Provide support to the support coordination team and meet billable hours targets

KEY SELECTION CRITERIA (KSC)

Please address within your application for this opportunity.

1. Minimum Office Administration or Disability Cert III and/or previous experience in a similar capacity.
2. Proven administrative experience ideally within a disability, medical, or health care related environment.
3. Demonstrate a high level of skill in dealing with participants with complex needs in a supportive, empathetic and effective manner.
4. Demonstrated ability to remain calm under pressure, problem solve and make effective decisions where there are competing priorities, with excellent attention to detail.
5. High level computer skills including competency in the Microsoft Office Suite of programs, and the ability to quickly learn new programs and business systems.

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Compliance requirements for Employment Eligibility

Your employment is conditional on the provision of the following mandatory compliance items:

1. A "Clear" NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Drivers Licence
4. Comprehensive Car Insurance
5. Level 2 First Aid
6. CPR Training
7. Proda Access

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks

Approved

Name	Debbie Lee
Position	Operations Manager
Signature	<div style="text-align: center;"> X <hr style="width: 50%; margin: 0 auto;"/> </div>
Date	

Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	