

Position Description - Support Coordination Manager

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| Position Title: | Support Coordination Manager |
| Work Location: | Various Locations |
| 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: | Chief Executive Officer |

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 Manager

As our Support Coordination Manager, you will contribute your extensive skills, experience and qualifications in NDIS support coordination to the leadership of support coordination activities, staff and activities at Headway Gippsland. This role is held to the highest standards of professionalism and accountability in the provision of our services and support coordination management.

This role is an integral part of our participant experience and is tasked with ensuring quality service is provided by our teams in a timely and efficient manner. This role is responsible for managing the incoming support coordination referrals and pathway to our service, as well as the management of wait lists - and therefore has a significant impact on our client experiences and our success overall.

More than this, the Support Coordination Manager ensures these transactions are resourced by skilled, organised and efficient team members. They achieve high levels of customer service through their supervision and training of other Support Coordinators in process and adherence to NDIA rules, NDIS standards and by developing and implementing policy and procedure relating to Headway's support coordination services.

This opportunity applies to a person with previous experience in our industry and this function, and preferably in the leadership of others. This role will be responsible for the appropriate response to complex tasks, changing priorities and urgent queries and would operate in a highly autonomous manner. The Support Coordination Manager will be well versed in the effective administration of our CRM, finance systems, records management and archiving processes, and will be responsible for supervising the Support coordination team in their compliance with these systems and standards of Support coordination administration.

The Support Coordination Manager will work to a high standard of care and diligence in accordance with Headway Code of Conduct and policies, with a commitment to learning, improvement and our participants as our priority. They will model appropriate behaviours, in accordance with our policies, procedures and standards of best practice service.

KEY RESPONSIBILITIES

Management Functions & Leadership

This function has both supervisory and functional Support coordination responsibilities - translating into accountability for high quality outcomes for themselves and their direct reports. These include;

- Onboarding and induction of new support coordination staff in all manner of document generation/ correspondence, records management, participant contact protocols and system usage.
- Ongoing management and supervision of accurate, thorough and efficient administration of Support coordination services by the Support coordination team
- Provide supervision, support and guidance to the Support Coordinators across Gippsland. Ensure all Support Coordinators are clear on the expectations of their role through regular 1-1 performance review
- Ensure Support Coordinators are provided with the tools required to perform their role effectively and liaise with them both informally and formally through 1-1 supervision and team meetings. This may include participation in recruitment and probationary/performance management or reviews
- Wide ranging supports relating to these functions, including; liaison with management and CEO, auditing or standards control, as well as support and supervision of support coordinators across our business

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- To manage the size of the caseloads of each of the Support Coordinators, ensure an even and fair geographic workload and ensure their workload is conducive to quality and timely support to participants.
- Ensure Support Coordinators provide regular reports to NDIA for reviews, including 8 week and 10-month report. Ensure relevant processes are in place for support coordinators to follow to ensure quality service to participants and ability to claim funds back for work undertaken.
- Ensure Support Coordinators aware of the various steps to be undertaken (sign up, CRM, PRODA, notifying finance or a plan management agency) and clearly document participants progress towards goals, evidence required, relevant referrals, monitoring, incident reporting, journal and evidence requirements, records, data reporting etc.
- Undertake staff recruitment and training, including ongoing supervision and support. Ensure staff are offered relevant training opportunities throughout the year and mandatory training opportunities are attended.
- Develop partnerships with other service providers to increase the profile of Headway and build new pathways for access. This may include attendance and presentations at network meetings, planning meetings and the like to talk about the services Headway is able to provide.

Support Coordination (including financial administration)

- To manage the pathway for participants coming to Headway for Support Coordination, manage the waiting list, prioritize urgency and advise participants of expected wait times if applicable. Proactively manage the wait list with a view to continuous improvement
- Look for opportunities to streamline services and find efficiencies within the operation of the support coordination area
- Provide support and coaching to support coordination participants to understand plans and ensure services are aligned with NDIA goals
- Lead the design and development of policies and procedures for the Support coordination team.

Participant Contact

- Enable, inform and equip support coordination participants to effectively understand plans and ensure services are aligned with NDIA rules and objectives
- Management of incoming phone, email and general correspondence as well as public enquiry in person, in the service of Headway Gippsland NDIA participants.
- Provide an efficient, welcoming point of contact for actual and potential participants, carers and related parties, enabling participants to access and receive professional services from Headway
- Liaison with a variety of stakeholders including the NDIS, NDIA and other government agencies as appropriate
- Promote Headway Gippsland Inc. Support coordination services to the wider community, ensuring that Support coordination is widely recognised in the region
- Relay accurate content to our CRM system and participant files
- Respond to urgent participant queries 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 participants and provide a high level of quality service to participants,
- Contribute to timely and accurate management of participant data in our CRM and finance systems, ensuring invoices and actions are resolved in an efficient and accurate manner
- Administer any documents, correspondence, archiving, scanning and uploading in a time-efficient and organised manner, in the timelines committed
- Appropriately refer matters to Management as necessary

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General Administration

- Collate accurate, thorough and clear records and details as they relate to our participants, processes and activities
- Administration of CRM management for all participant related data/enquiries, as well as any other associated software or systems related to our participant data as appropriate
- Adhere to and implement administrative standards as well as applicable policies and procedures including references to the NDIA rules, NDIS, confidentiality and participant rights
- Service planning, promotion and development, including being an admin for the Headway Facebook page.
- Program review, evaluation and continual quality improvement.
- Making applications for funding where required.

Policies, Procedures & Systems

- Adhere to, comply with and contribute toward the development of Headway organisational policies, processes and procedures, using appropriate systems where required.
- Demonstrate the organisation's values, 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.

Confidentiality and Intellectual Property

- All participant and Headway operational content such as policy, guides, forms and process documents, is privileged information, shared with you exclusively for the purpose of Headway Gippsland business in the course of your employment. This content is considered both strictly confidential and proprietary intellectual property of Headway Gippsland.

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

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| Line Manager: | Chief Executive Officer |
| Manages: | Support Coordination Team |
| Key Stakeholders: | External parties and the general public, our internal Planning and Support Teams, Volunteers, Participants, Family Members, Administration, Management and other staff. Role may also interface with centre suppliers, third party agencies or supports as appropriate. |
| Note: | Reporting arrangements may change from time to time depending on business requirements. |

KEY PERFORMANCE INDICATORS (KPI'S)

- Team adherence to NDIA rules, NDIS guidelines and expected service standards set by Headway Gippsland
- Effective supervision and coordination of Support coordination team including effective on boarding, training, and supports, as well as performance management and review as required
- Consistency of outputs in accordance with expected service levels of our Support coordination team
- Participant centred, high quality service outcomes that comply with NDIA rules, NDIS guidelines and Headway processes and policy
- Proficient, accurate, timely and thorough management of client records, correspondence and administration demands
- Provision of an efficient and effective point of contact for actual and potential participants in relation to our services and Support coordination support
- Ability to self-manage and prioritise tasks, demonstrating a systematic and organised approach to work
- Maintains a high level of discretion and confidentiality, professionalism and service standards (internally and externally)
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions
- Active contribution to the improvement of Support coordination activities, policy and practice, as well as the general operations and wider teams' success

KEY SELECTION CRITERIA (KSC)

1. Minimum Bachelor or 4-year equivalent tertiary qualification and extensive relevant industry experience directly related to this role as 'specialist'
2. Demonstrated experience in the application of the NDIA principles in relation to Support Coordination
3. Previous experience in the leadership and effective management of small teams in line with expected performance standards, policy and industry guidelines
4. Demonstrated commitment to organisation, efficiency, professionalism, accuracy and initiative in line with policy and procedure
5. Working knowledge of the quality and safeguard standards and their application to NDIS Support

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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

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| Name | Debbie Lee |
| Position | Operations Manager |
| Signature | <div style="text-align: center;">  _____ </div> |
| Date | |

Incumbent Statement

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

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|-----------|--|
| Name | |
| Signature | |
| Date | |