

## Position Description - Senior Support Coordinator

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

### 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: Senior Support Coordinator

As Senior Support Coordinator in the Headway Gippsland team, you will bring your extensive relevant skills, tertiary qualifications and experience to the provision of our high-quality client support services across our business. In this capacity, you will support eligible participants' ability to remain living in the community by providing a range of enjoyable and meaningful activities which support social inclusion, diversity, community participation and skills capacity building in daily living, in line with their NDIS or other relevant disability support goals.

The Senior Support Coordinator ensures that our support coordination activities are resourced by skilled, organised and efficient team members. Their leadership and supervision support team members to achieve high levels of customer service, adherence to NDIA rules, NDIS standards and continuing development of policy and procedure relating to Headway's support coordination services.

Our Support Coordination team is responsible for a broad range of services and participants related contact and administration. This role will be critical to setting the standards of participant records management in our CRM and the adherence to process, organisation, compliance and performance across our team.

This team exists in an environment of rapid change - from cancelled appointments to large volumes of information tailored to individuals within their remit, budget management, relationship management and administration. As Senior Support Coordinator, you will be tasked with the leadership of team successes, as well as supervision for compliance with NDIA and NDIS references, Headway policy and procedures, reporting to the Support Coordination Manager.

A high level of customer service is required in this role, as well as the ability to take on organised and responsive approaches in the workplace in a very self-directed and highly organised manner. The ability to lead and manage the standards of performance in this team is an important feature of this role. There is an expectation of both in person, on site consultation on a semi regular basis, as well as regular correspondence and remote support. Confidentiality and professionalism are essential.

### KEY RESPONSIBILITIES

#### Specialist 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. This may include participation in recruitment and probationary/performance management or reviews
- Ongoing management and supervision of accurate, thorough and efficient administration of support coordination services by the team
- Wide ranging supports relating to this function, including; liaison with management and CEO, auditing or standards control, reporting (monthly and ad hoc) as well as support and supervision of support coordinators across our business

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### Support Coordination

- Ensure relevant people involved in the planning process and that it is driven as much as possible by the participant
- Developing partnerships with other service providers, such as allied health services and community groups to enable community access and bring relevant expertise into the organisation as required
- Monitor NDIS plans/funding to ensure participants plans are reflective of needs, relevant funding available and is utilised effectively. Liaise with NDIS as required
- Service planning, promotion and development
- Program review, evaluation and continual quality improvement
- Seeking feedback on programs and activities from a range of people including participants, carers and volunteers
- Supporting the wellbeing of participants
- Monitor, observe and provide feedback on participant satisfaction with the programs and activities
- Identify opportunities for efficiency, improvement or value adding to the coordination of client supports

### Client Contact

- Take account of diversity (cultural, religions, linguistic, gender/orientation) and the needs and preferences of the participants when planning programs and activities, ensuring the service is responsive to the needs of the participants
- Individual assessment, planning, monitoring, review and referral to other services as required.
- Active coordination of supports for participants with an NDIS plan. This does not include the filling of shifts, which does not form part of this position, unless expressly requested by management.
- 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
- Effectively relay accurate content to our CRM system and participant files. Our expectation is detailed, factual, written in the third person and convey the actual events that have occurred, in accordance with our guidelines.
- Handle emergency participant 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 participants and provide a high level of quality service to participants
- Coordinate thorough, timely and accurate management of participant data in our CRM through excellent customer contact and throughout the participants engagement with Headway
- Administer all professional correspondence in a time-efficient and organised manner, in the timelines committed
- Schedule appointments effectively and efficiently for our participants
- Make decisions regarding the urgency of individual participant needs and appointment scheduling, in consultation with Management and program support
- Generate reports, participant content and regular status updates to participants and management through the course of your day to ensure transparency and engagement

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### General Administration

- Undertake a wide range of general and high-level administration including minuting and agenda setting, 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
- Perform general executive assistant functioning to the management team and staff on site, as well as to the wider business as required
- Administration of CRM management for all participants related data/enquiries as well as any other associated software or systems related to our participant data as appropriate
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and participants rights
- Complete daily participant journal notes that are timely, detailed, factual, written in the third person and convey the actual events that have occurred, in accordance with our Journal Guidelines.
- Weekly movements email to the team, to ensure visibility, transparency, accountability
- Weekly report to Management regarding your participant contacts, location and activities, to enable managers to ensure your safety and fulfill duty of care

### Policies, Procedures & Systems

- Correspond and perform in accordance with this Position Description and the Headway Gippsland Code of Conduct, policies and procedures. Non-compliance may result in disciplinary action.
- Actively support the Headway Gippsland Inc. Child Safety Policy and be committed to upholding the rights and safety of all children accessing our service. Understand child safety, child abuse, what to look out for and actions to take. This includes an understanding of CALD and aboriginal cultural safety and abuse. Report all concerns immediately.
- 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

### Confidentiality & Intellectual Property

- All participants 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.

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### Other

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

### REPORTING

<b>Line Manager:</b>	Support Coordination Manager
<b>Manages:</b>	Support Coordination Team
<b>Key Stakeholders:</b>	Participants, carers, families, volunteers, program managers, external providers and services, Headway Gippsland team
<b>Note:</b>	Reporting arrangements may change from time to time depending on business requirements

### KEY PERFORMANCE INDICATORS (KPI'S)

- Provision of an efficient and effective coordination of supports for Headway Gippsland participants, with at times, complex needs.
- Participant led and informed practice, demonstrated in high level customer satisfaction as a result of programs and solutions equipped by effective relationship management and accurate needs assessment
- 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 effectively coordinate the efforts of the support coordination team through effective onboarding, training, development and performance management as appropriate
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes, responding flexibly to changing priorities and participant needs
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions.
- Be able to effectively support a group or team of staff who work across a variety of service delivery programs
- Proven ability to work effectively with individuals who display behaviours of concern. Understanding of the worker and the individual in relation to OH&S
- Proven experience in leading support coordination services, specifically, answering high volume, at times complex inbound calls and email correspondence, establishing and maintaining thorough and accurate participant data in CRM, and effectively managing budget, monthly reporting, new referrals and NDIS plans
- Effective liaison, relationship management and communication skills in working with a range of personnel from the NDIA, local area coordinators for NDIS and other community agencies, participants and families

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### 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 ability and knowledge in the area of Acquired Brain Injury and other disabilities, as well as a high level of skill in dealing with participants with complex needs in a supportive, empathetic and effective manner including the ability to foster and empower participants and their families to feel more comfortable managing their own NDIS plans into the future, wherever possible.
3. Demonstrated capacity to lead and support the successes, development and performance of a small team
4. Ability to supervise the support coordination function and team members efforts to effectively assess, plan, develop, implement, monitor and review individual NDIS plans to meet the current and evolving participant's needs
5. Demonstrated ability to manage the required administrative requirements including supporting notes and journals, reports, plans and budgets
6. Sound knowledge of support coordination practice, assessment, family dynamics, community support networks and services available to people with disabilities and for their families
7. Demonstrated ability to remain calm under pressure, problem solve and make effective decisions where there are competing priorities, with excellent attention to detail

### 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



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### 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	