

HR - Position Description - Support Coordinator

Position Title:	Support Coordinator
Work Location:	Newborough
Employment Conditions:	Permanent
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
Tenure:	Ongoing
Position Reports To:	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: Support Coordinator

As Support Coordinator in the Headway Gippsland team, you will bring your relevant skills and experience to the provision of our high-quality participant 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.

Centred on the premise of participant rights to lead a full and rewarding life, your contributions will actively enhance the physical, intellectual, psychological, social, and emotional wellbeing of all Headway Gippsland Inc. participants.

The key activities of the Support Coordinator involve a broad range of participant contact and assistance to ensure an accurate and thorough understanding of our participant needs, services, parameters, and individual considerations. You will be a direct contact point for participants and carers and actively contribute to the improved lived experiences of our participants through the provision of services that reflect your participants personal circumstances.

You will correspond and build relationships with participants, carers, program managers, external providers and the Headway Gippsland team to effectively package a range of supports and opportunities for Headway participants. You will be led by the engagement of relevant stakeholders in the participants care and needs, and uncompromising in your efforts to reflect these in the planned supports.

You will be tasked with at times high volume communication, across all mediums, as well as all associated participant file management (both physical and electronic via our CRM), preparation of correspondence, as well as the generation, review, and reconciliation of support coordination documents for participants.

Our Support Coordinators exist 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. You will remain committed to actively pursuing process improvement and efficiency, identifying opportunities to provide more effective supports to our participants and the business. 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 or updated participant information or manager led needs as requested. This includes timely, accurate, and efficient administration of our CRM and associated systems. The Support Coordinator will need to model appropriate behaviours, adjusting accordingly to the needs of our participants or their various customers.

A high level of customer service is required, as well as the ability to take on organised and responsive approaches in the workplace in a very self-directed and highly organised manner. Confidentiality and professionalism are essential to the role.

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KEY RESPONSIBILITIES

The key functions of this role include:

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
- Ensure quality reports with evidence from stake holders, are provided to NDIS when required

Client Contact

- Conduct both in person, onsite consultation on a semi regular basis (at least quarterly) as well as regular correspondence and remote support with all participants.
- 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.
- Provide an efficient, welcoming point of contact for actual and potential participants, carers and related parties, enabling clients to access and receive professional services from Headway
- Effectively relay accurate content to our CRM system and participants files
- Handle emergency participants 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 participant
- Coordinate thorough, timely and accurate management of participant data in our CRM through excellent customer contact and throughout participant 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.
- 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.
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and participant 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 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

Line Manager:	Support Coordination Manager
Manages:	Nil
Key Stakeholders:	Participants, carers, families, volunteers, program managers, external providers and services, Headway Gippsland team
Note:	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 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, 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 administering 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 Certificate IV Community Services (Disability) or equivalent qualifications, as well as related industry experience.
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. Ability to assess, plan, develop, implement, monitor and review individual NDIS plans to meet the current and evolving participant's needs throughout their engagement with Headway
4. Demonstrated ability to manage the required administrative requirements including supporting notes and journals, reports, plans and budgets
5. Sound knowledge of support coordination practice, assessment, family dynamics, community support networks and services available to people with disabilities and for their families
6. 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 Driver's License
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	<p style="text-align: center;">X</p> <hr style="width: 50%; margin: auto;"/>
Date	2-Feb-2024

Incumbent Statement

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

Name	
Signature	
Date	