

JOB ACCOUNTABILITY STATEMENT

Position title:	Specialist Support Coordinator	Position number:	00054
Reports to:	Support Coordination Leader	Direct reports:	NA
Key relationships:	Service Delivery Customer Relations Officer Rostering/Scheduling team Marketing Manager Business Development Managers People and Culture	Business Unit / Department:	Service Delivery

ROLE DESCRIPTION

The role of the Specialist Support Coordinator is to provide Support Coordination to participants with complex needs and assist them in achieving goals as set out in their NDIS plans. The role focuses on addressing barriers and assisting participants to connect with supports and build capacity and resilience. A Specialist Support Coordinator possesses substantial experience within the community services as well as allied health qualification.

The role works collaboratively with Service Delivery, Customer Service, People and Culture and Business Development to identify customer preferences and coordinate the provision of high quality, individualised and responsive support services.

KEY RESPONSIBILITIES

Accountability Area	Specific Responsibilities	Measures of Success
Service provision	<ul style="list-style-type: none"> Provide time limited specialist support coordination to address high level risk and assist the participant to connect with supports and build capacity and resilience Ensure that customer outcomes are identified, documented and all required services are provided as per participant plan Develop intervention plans for implementation by disability and mental health support workers as required Coordinate a range of supports including informal, mainstream and funded providers and assist clients to implement strategies to access these supports and services Engage informal and formal support networks, resolve points of conflict or crisis to develop participant's capacity and resilience within their own network and community Respond to changes in the person's needs, responding according to agreed expectations through providing, and obtaining, prompt information and 	<ul style="list-style-type: none"> Demonstrate in supervision and Critical reflection groups Review and submit plans within the designated time-frame with participant involvement Documentation of clients' records to be kept as per Nextt standard i.e. Case Notes, Release of Information etc. Participation in meetings with stakeholders to be reported regularly Service bookings and delivery of supports to be aligned, and within Plan/contract dates Contribute to the retention of Nextt clients

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	<p>feedback to all key internal and external stakeholders</p> <ul style="list-style-type: none"> • Monitor outcomes in a participants plan and conduct and document review of service at agreed times • Provide regular feedback and reports to the NDIA and participate in the review of the package as required (reporting) • Provide brief to customer service team regarding workforce matching and rostering 	
Service Operations	<ul style="list-style-type: none"> • Review NDIS client plans as required • Ensure all NDIS services are provided as per appropriate NDIS legislation, guidelines and funding framework • Critical incidents and other risk incidents are dealt with according to Nextt policies, procedures, and funding body requirements 	<ul style="list-style-type: none"> • Record client notes on the system for every contact • Ensure contractual reporting is completed within agreed timelines • Regular participation in community and organisational committees as required • Maintain documentation as per Nextt Policies and NDIS requirements • Report critical incidents to Support Coordination leader, RSDM •
Communication Internal & External	<ul style="list-style-type: none"> • Ensure all relevant information is communicated clearly and concisely to all individuals involved in the participant plans • Maintain regular, positive communication and a working relationship with all external stakeholders • Negotiate solutions with multiple stakeholders to assist clients to build capacity and reliance • Participation within team meetings demonstrating support, efficiency and effectiveness by sharing ideas in a constructive and productive manner • Actively participate in regular supervision • Ensure all communication with external stakeholders is relevant to the service that the individual accesses from Nextt and is undertaken in a manner that promotes, develops and strengthens the person's connection with their informal and formal support networks • All communication with external stakeholders outside the scope of support coordinator role is referred to the Team Leader and RSDM 	<ul style="list-style-type: none"> • Complete all duties as outlined by Support Coordination Leader • Observe and maintain Duty of Care in all interactions

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	<ul style="list-style-type: none"> Positively represent Nextt at network meetings Positively represent the participant and Nextt during planning meetings 	
Records Management & Quality Systems	<ul style="list-style-type: none"> Develop and review of relevant individual planning documents and tools within the required timeframes Reading of progress notes and incident reports and the identification, implementation and documentation of appropriate follow up Ensure that all consumer information is stored appropriately Promote quality and continuous improvement throughout Nextt Maintain participant information integrity in Carelink Ensure that all claimable services provided against a participant's plan are rostered and approved in Carelink 	<ul style="list-style-type: none"> Documentation is maintained and stored as per Nextt Policies and Procedures and is accurate, legible and concise Critical incidents are reported to Team leader and RSDM and Duty of Care maintained
Financial Outcome	<ul style="list-style-type: none"> Responsible for scoping and delivering support plans within allocated NDIS funding Support the Service Delivery Manager on achieving budgeted financial outcomes of the business 	<ul style="list-style-type: none"> Invoices to be actioned within timelines

Values

Values in action for the role

Principled	<ul style="list-style-type: none"> Decisions and behaviour are of a high ethical standard Clients are treated with respect and confidentiality is retained All decisions and interactions maintain high ethical standards
Creative	<ul style="list-style-type: none"> Solutions are offered rather than problems The status quo is challenged Non-traditional approaches are reinforced
Committed	<ul style="list-style-type: none"> A high energy level is sustained A positive and collaborative style is exhibited Every client interaction is a "moment of truth"
Responsive	<ul style="list-style-type: none"> Listening is a strong discipline The client is put at the forefront of all initiatives There is ready and immediate adaptability to new situations, requirements and market conditions Trends and market conditions are monitored and reported

Competencies

What this means for the role

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Technical competencies	<ul style="list-style-type: none"> • Is able to engage quickly with customers and to listen to clearly understand needs of diverse populations • Develops rapport quickly • Promotes a positive image of the organisation • Plan management and sales skills • Financial billing and invoicing skills • Contract management skills • Strong compute literacy skills
Industry Experience	<ul style="list-style-type: none"> • Experience in providing specialised assessments within current qualifications • Experience working within the community setting • Experience and knowledge of the local community • Specialist knowledge in Dual Diagnosis, Mental Health, Youth or Family Support
Behavioural Competencies	<ul style="list-style-type: none"> • Positive and hopeful attitude towards people who experience mental illness, people who experience disability and the families and friends that support them • Professional approach and presentation • Confident, motivated and enthusiastic • Creative and resourceful • Customer service oriented approach • Confidential and ethical approach • Excellent oral and written communication skills • Strong influencing and negotiation skills • Ability to build and manage relationships • Critical thinking, problem solving and decision making skills • Ability to prioritize, work under pressure and meet deadlines
Management Skills	<ul style="list-style-type: none"> • Demonstrated experience in meeting facilitation • Ability to work individually and as part of a team • Ability to deal with all levels of the organisation • Is highly disciplined and follows through on opportunities • Manages own workload efficiently • Needs little day-to-day direction • Able to multi task to work and deliver results on various initiatives at the same time • High level of attention to detail and follow-through • Is accurate and timely in capture and entry of information • Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.
Results Oriented	<ul style="list-style-type: none"> • Able to develop and utilize measures to assess goal attainment and outcome achievement • Demonstrate a flexible approach to work and projects to achieve cost-savings and to attain goals • Effectively engages others' participation in achieving goals
Knowledge and Education	
Examples	
Essential qualifications	<ul style="list-style-type: none"> • Current registration with the relevant industry board of Australia • Tertiary Qualification in an allied health discipline (Social Work, Physiotherapy, Occupational Therapy, Psychology or Speech Pathology)

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Knowledge	<ul style="list-style-type: none">• NDIS framework• Health care industry knowledge
Policies & Procedures	<ul style="list-style-type: none">• WH&S• NDIS
Relevant Work Experience	<ul style="list-style-type: none">• Experience and skill as a Case Manager using targeted interventions to assist people to maximize independence• Experience with community projects, in particular NDIS• Client assessment and risk management skills that focus on well-informed choice
Other	<ul style="list-style-type: none">• Current Drivers Licence (essential)• National Police Check or relevant State Disability Care (i.e. Yellow Card)• Clear result on Disability Worker Exclusion Scheme (for VIC)• Relevant State or Territory Working with Children Check• International Police Check if worked overseas for 12 months or more in the past 10 years