

## POSITION DESCRIPTION

**POSITION TITLE:** Support Coordinator

**CLASSIFICATION:** Levels 3 - 5

Social, Community, Home Care and Disability Services  
Industry Services Award (SCHADS)

**REPORTS TO:** Specialist Services Manager

**PERFORMANCE AND DEVELOPMENT PLAN:**

*Conducted during the first 3 months from the time of commencement and in accordance with the Performance Review and Development Policy. This Position Description shall be considered at the time of conducting your Performance and Development Plan.*

### **ST JOHN OF GOD HEALTH CARE MISSION AND VALUES**

Our vision is to bring healing to people through services that are caring, comforting and affirming and give them a reason to hope and a greater sense of their own dignity.

Our organisational culture reflects our values of Hospitality, Compassion, Respect, Justice and Excellence.

Importantly because the whole of the organisation is concerned with caring for or supporting people, those associated with the provision of services, at all levels are considered to be "Caregivers".

Caregivers are expected to uphold the five values, treating each other and those they serve with respect and dignity in support of our vision.

Each Caregiver is responsible for furthering the Mission of St John of God Health Care.

### **1. PURPOSE OF POSITION**

The Support Coordinator works within the St John of God Accord (SJGA) Specialist Services team providing varying levels of support coordination for participants of National Disability Insurance Scheme (NDIS) which is in line with the NDIS framework and SJGA internal processes for transitioning participants to our service. Specifically the Support Coordinator undertakes the following functions:

- Works within the NDIS framework to provide support coordination to participants who have this item identified on their approved plan. In doing so, the role supports participants to strengthen their ability to coordinate their supports, build their capacity to choose and control the supports they need to live an ordinary life and participate in, and as part of, the community.
- Adopts a person-centred and family focused practice which facilitates choice and control so participants are able to achieve the goals and outcomes

identified in their approved plan. They facilitate and coordinate the implementation of supports in participant's plan including informal, funded, mainstream and community supports, ensuring all services are participant directed.

- Provides information and support to participants and their families/carers including: monitoring the use of their funds; working within the funding levels associated with each participant and continually track and monitoring billable hours, and evidence that supports are delivered in accordance with the participants approved plan resulting in their outcomes.

## **2. POSITION REQUIREMENTS**

### **2.1 Mission**

- Capacity to understand and willingness to support and promote the Mission and Values of St John of God Health Care.
- Commitment to organisation's service ethos through the provision of excellent service.
- Caregivers are required to act in accordance with the standards of behaviour outlined in the SJGHC Code of Conduct document.

### **2.2 Support Coordination Responsibilities**

- Ensure all support coordination practices and interventions are compliant with the Victorian State Disability Act 2006, the Disability Service Standards and NDIS Funding and Service Agreement.
- Operate within the NDIS framework to provide support coordination and connection to participants who have "support coordination" identified as an item on their approved plan.
- Provides information and support to participants and their families/carers in relation to the use of their funds and work within the funding levels associated with each participant.
- Ensure supports are delivered in accordance with the participant's approved plan.
- Assist participants and their families and carers to monitor the use of their funds, work within the funding levels, track and monitor billable items.
- Provide the required evidence that supports are delivered, in accordance with the participants approved plan, resulting in outcomes that the participant and their families/carers aspired to have achieved.
- Utilise Specific, Measurable, Achievable, Relevant and Time limited (SMART) process for the development and recording of goals for SJGA clients. SMART goes are developed based on the client's NDIS goals and will be run and reported within the specified NDIS timelines.
- Provide support and information to participants and their families/carers which promote choice and facilitates their access to mainstream and/or disability specific supports within their communities.
- Provide support to participants and their families/carers to implement, coordinate, monitor and review their approved plan.
- Research, coordinate and manage a range of supports to suit individual needs across multiple providers.
- Maintain accurate and up-to-date client records which comply with internal and external reporting requirements.
- Manage internal and external referrals for services and triage referrals based on need.
- Maintain administrative records in relation to client servicing.

- In conjunction with the Specialist Services Manager and the Marketing Coordinator, develop and implement a marketing strategy and growth targets for support coordination under the NDIS model which includes: (a) information and promotional material that informs existing clients, families and other primary stakeholders in regard to the support coordinator service; and (b) information and promotional material targeted to participants of the NDIS and the broader community.
- Involvement in projects within Specialist Services as directed by the Manager.

All other reasonable duties as directed by Manager/Supervisor.

### **3. Team Work**

- Participate as a valued team member promoting and contributing to a supportive team environment.

### **4. Communication**

- Communicate effectively with all customers and patients using the appropriate channels, utilising appropriate formal and informal channels of communication.

### **5. Quality and Risk**

- Participate in, contribute to and implement quality improvement and risk management into all aspects of service

### **6. Occupational Health and Safety**

- Adhere to all applicable St John of God Health Care policies and guidelines;
- Take reasonable care of themselves and others;
- Not to interfere, bypass or misuse any system or equipment provided for health, safety and welfare purposes;
- Take all actions to avoid, eliminate or minimize hazards;
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work;
- Report all incidents / hazards / injuries;
- Assist in completion of incidents / hazards / injuries reports;
- Participate in the documentation of Risk Assessments and Standard Operating Procedures for activities that could pose a OHS risk;
- Raise OHS issues with appropriate caregivers and take part in OHS consultative arrangements;
- Use Personal Protective Equipment as required and directed;
- Attend all mandatory and recommended OHS training as scheduled by Group Services;
- Promote a positive safety culture within their areas by demonstrating a positive commitment to OHS.

### **7. Child Safety & Vulnerable People Standards**

- Ensure that Child Safe practices are inherent in working with children, young and vulnerable people in all areas of service delivery, including on and off location.
- Ensure that children and vulnerable people are aware of their rights to a safe and abuse free environment and are aware of how to report any concerns.
- Immediately report any suspected, observed or disclosed abuse in line with

the reporting processes, to line manager with view to it being reported to relevant protective authority.

- Work with children / young people in a way that is respectful and appropriate to any cultural / diverse background and ensure a safe environment is in place.

## **8. Environment**

- The caregiver, recognising St John of God Health| Care commitment to responsible environmental stewardship, will support the organisational Environmental goals in performance of all duties.

## **SELECTION CRITERIA**

### **Essential**

- A willingness and capacity to embrace the Mission and Values of St John of God Health Care.
- Relevant degree with relevant experience, or associate diploma with substantial experience, or qualifications in more than one discipline or less formal qualifications with specialized skills sufficient to perform at this level, or attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.
- Detailed understanding of the disability sector
- Capacity to work as an independent advanced disability practitioner.
- Strong verbal and written communication capability with the capacity to present information to individuals and groups.
- An understanding of and commitment to quality improvement.
- Demonstrated ability to work with people effectively, both as individuals and in groups, to obtain commitment and achieve results.
- Capacity to develop and maintain positive working relationships and the ability to coordinate with all levels of staff and external customers.
- Ability to liaise and engage with people from diverse cultures including ATSI background.
- Ability to develop and communicate key pieces of information in Easy English.
- Strong commitment to principles of enhancing independence and client empowerment.
- Ability to collaborate within a multi-disciplinary team.
- Sound planning, organisational and analytical skills and ability to develop and work to time lines.
- Well-developed interpersonal skills.
- Computer aptitude and experience with MS office suite, internet applications and email.

### **Licences, certificates and equipment**

- Current Victorian drivers license and well maintained vehicle.
- Current Working with children check.
- Current police check.
- Evidence of First Aid and CPR certification.
- Smartphone and/or tablet with internet accessibility.