

<b>Position title</b>	<b>Support Coordinator</b>
<b>Reports to</b>	<b>Team Leader/Manager</b>
<b>Date</b>	<b>February 2023</b>

## About EACH

EACH provides an integrated range of health, disability, counselling and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 300 volunteers.

**More information is available at:** <http://www.each.com.au>

<b>Our vision</b>	A healthy community where everyone belongs.
<b>Our purpose</b>	Promoting health, building hope and creating opportunity.
<b>Our values and behaviours</b>	<p><b>We care</b></p> <p>We welcome you with empathy and hope. We believe making change is possible for everyone.</p> <p><b>We listen</b></p> <p>We take time to understand you, your experiences and your culture. We work with you and the people important to you, to build the right supports.</p> <p><b>We learn</b></p> <p>We evaluate our actions and always seek to improve.</p> <p><b>We deliver</b></p> <p>We have a 'can do' attitude and find ways to say 'yes'. We do what we say we're going to do.</p>

## About the Directorate team

EACH is a registered National Disability Insurance Scheme (NDIS) provider, we offer services to people with an NDIS plan across the North Eastern, Eastern and South Eastern regions of Melbourne and NSW.

Our NDIS support & services include: -

- Disability & Mental Health Support
- Support Coordination
- Early Childhood Intervention
- Health and Wellbeing Services

The Support Coordinator works within Regional Support Coordination teams. The team provides capacity building function to implement all supports in a NDIS participant's plan, including informal, mainstream, community and funded supports.

## Position summary

The Support Coordinator assists customers with complex needs to build personal capacity to make decisions and choices about the implementation of all supports in their NDIS plan, including mainstream, informal, community and funded supports. The position also focusses on the provision of high-quality engagement strategies with potential and new customers, building local networks and partnerships and acting as the key liaison point for all related services chosen by the individual.

The position works with EACH customers to initiate their NDIS plan and develop their skills and confidence to manage their NDIS plan independently. The aim is to assist the customer to build their own capability to take ownership of the Support Coordination function over time.

The position focuses on addressing barriers and reducing complexity in the support environment whilst also assisting the customer to connect with NDIS and other supports, negotiate solutions with multiple stakeholders and build capacity and resilience.

To ensure no Conflict of Interest arise, Support Coordinator teams sits distinct and works independently of other operational EACH NDIS Service delivery teams.

## Deliverables

- A professional, timely and appropriate level of service is provided to customers with a range of disability, and they are receiving the care and support they need resulting in positive experience.
- Capacity of customer, families and carers is built to enable them to make informed decisions

### Deliver Coordination of Supports to individuals with an NDIS plan

- All hours of Coordination of Supports are recorded and claimed against individual NDIS plans (85% of Support Coordination billable time);
- Follow up on all Support Coordination enquiries in a responsive and timely manner.
- High degree of satisfaction is recorded in customer feedback surveys, demonstrating that customer's lives have been enhanced and they have been able to reach their goals feeling better connected to the community;
- Increased independence skills in customers who are not able to coordinate their own plan and services
- Wherever possible provide opportunity for the customer to be upskilled in management of their plan, for customers unable to do this independently but who could do all or part of the task with the appropriate training, as funded

## Reporting

- Reports are provided to NDIA with the relevant paperwork as directed in the plan.
- Maintain all customer data and provision of ongoing weekly reports regarding new referrals/leads, engagement strategies, non-billable time spent in the pre-planning phase of relationship building, down-time prior to service implementation and a list of 'at risk' customers and mitigation strategies to prevent loss of customer and income.
- All client data is captured in EACH system customer management system, Carelink+ at the point of enquiry
- Conflict of interest policies and processes are always followed.
- Attendance and active participation in one on one supervision and team meetings;
- All organisation and accountability requirements have been met in a timely and participatory manner and to a high standard;

- Participation in training and staff development opportunities;
- Participation in annual performance review process
- Demonstrated positive contribution to improve processes within EACH with recognition by colleagues and leaders.

## **The professional expertise we are looking for in this role**

### Skills

- Excellent written and verbal communication
- Exceptional customer service skills and ability to adopt a person-centred approach when working alongside people with disabilities.
- Efficient time management
- High level of computer literacy and ability to use several online systems
- Ability to actively contribute to and share knowledge within a transdisciplinary team
- Highly developed people and relationship building skills
- Excellent active listening and interpersonal skills
- Ability to work with people with different cultural backgrounds, languages and customs.

### Experience and Knowledge

- Demonstrated experience working in clinical, educational or community-based disability, mental health or early childhood intervention services or related fields
- Experience in dual-disability and/ or Lived experience with a disability or experience caring for someone with a disability will be highly regarded.
- Demonstrated experience in community participation and case coordination for individuals with complex psychosocial and disability needs.

### Mandatory Qualification/s, Competencies and/or Licences

- Relevant diploma or higher tertiary qualifications in a health or human service-related discipline and/or equivalent;
- Satisfactory National Police Check and Working with Children Check to be maintained in accordance with EACH policy;
- A cleared National Worker Screening Check prior to commencement of employment
- Current state-based driver's license

## **Expected behaviours for all EACH staff and volunteers**

- acts in accordance with EACH's code of conduct and ethics, policies and procedures and is demonstrably committed to EACH's vision, mission, values and service principles
- promotes a 'safety first' culture and acts in accordance with EACH health and safety policy and management system
- ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe
- promotes and supports a zero tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights
- fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and

enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers

- demonstrates teamwork and collaboration and positively contributes to group activities
- contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers
- be curious, reflective and open to continuous learning and new ways of working
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery