

POSITION DESCRIPTION

Role:	Support Coordinator
Banding:	Misc. 16-20
Department	Clinical Services
Business Unit:	Therapy Services
Reporting To:	Team Leader Support Coordinator
Position(s) Under Direct Supervision:	Nil

PURPOSE

Creating inclusive communities for people of all abilities

VISION

To understand connect, and partner with the community to enable customers to achieve their aspirations.

VALUES

Providing excellent customer service

We aspire to being the best and want customers to feel satisfied they are receiving the highest quality support to meet their individual needs.

Looking for better ways

We review our performance and look for ways to improve.

Working together

We understand that underpinning our success is our ability and willingness to work together.

Being professional & accountable

We model professional standards appropriate to our role, whilst demonstrating respect and courtesy in our treatment of others.

1. PURPOSE

To work closely with customers and provide support coordination to establish services as per their services plans.

2. EXPERIENCE & SKILLS

- Experience in the provision of a range of services to people with disability
- Experience establishing and coordinating supports for customers across a range community, funded and mainstream services.

- Strong and demonstrable communication skills including written and interpersonal.
- High developed demonstrable ability to plan, organise and manage one's own workload.
- Demonstrated ability to work flexibly across autonomous and teamwork settings.
- Demonstrated ability to operate within organizational and legislative guidelines, procedures, and policies.
- Strong computer skills, with experience in MS Office applications and Client Data Management systems.
- Excellent research and problem-solving skills to facilitate the connection of service participants with appropriate community resources.

Desirable

- Certificate IV in Disability or other qualifications relevant to this role

3. QUALIFICATIONS & CERTIFICATIONS

- NDIS Workers Screening
- Current WA Drivers Licence
- Proof of influenza vaccine
- Proof of COVID-19 vaccinations
- Current Working with Children Check

4. KEY RESULT AREAS

Customer Service

- Effective relationships are developed with peers and colleagues, including relevant external agencies.
- All communications with stakeholders are appropriate by also being culturally respectful and linguistically diverse.
- Provides high quality Customer Service using a person-centred approach
- Uses a capacity building approach to implement customers' NDIS plan including informal, mainstream, community, and funded supports
- Where required supports customers to manage challenges in their support environment which may include health, education, or justice services with the aim of reducing barriers to implementing or using NDIS plans
- Negotiates with customer and service providers on provision of services
- Coordinates multiple services – mainstream, NDIS disability sector
- Maintains a sound understanding of NDIS budgets, disability services and mainstream supports

Administration

- Ensure all relevant administration tasks relating to the role are completed in a timely, proficient, and accurate manner, including any employee self service administration.

Teamwork and Contribution

- Function as a role model by consistently following Rocky Bay values and professional behaviour.
- Contribute to positive team culture by actively engaging with team members.
- Identify ways to improve administrative processes and tasks to improve efficiencies and reduce administrative burden.
- Work constructively and cooperatively with managers, peers, and colleagues.
- Attend and participate in staff/team meetings and workshops as required.
- Engage and participate in opportunities to enhance personal growth, team cohesion and development.

Financial Management

- Maintain operations by supporting growth.
- Ensure accurate records are kept.
- Provide supports within appropriate funding framework
- Ensure accurate records are kept of all financial processes

Governance

- Ensure compliance with all relevant legislation, standards, and regulations to minimise risk and enhance Rocky Bay brand reputation.
- Ensure compliance with organisational data management requirements so that security and integrity of all customer data is upheld.
- Ensure the delegation of authority matrix is always followed.

Work, Health & Safety & Risk Management

- Create a safe work environment for self and colleagues by reporting any concerns that may compromise Rocky Bay's duty of care.
- Perform duties in accordance with WHS policies, procedures, and guidelines.
- Follow safe and appropriate operation of equipment and vehicles.
- Report any concerns that may compromise Rocky Bay's duty of care.

4. AGILITY STATEMENT

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job and may be subject to change. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time as necessitated by business needs.