

Specialist Support Coordinator

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position information

Purpose	The Specialist Support Coordinator will deliver Level 3 Support Coordination to participants to assist them to address barriers to the implementation of their NDIS funded supports and to reduce complexity amongst formal, informal, mainstream and community supports. The role will ensure the principals of the NDIS Act of choice and control are upheld and financial viability through the financial management of a participants NDIS budgets. The role strengthens community connections and stakeholder collaboration.
Position reports to	Practice Lead
Mind classification level	SCHADS Level 4
Stream	National Specialist Services – Complex Care
About the service	Mind is a leading provider of community managed mental health services in Victoria, South Australia, Western Australia and Queensland. Mind works with people who experience mental health related disability, dual disability and/or complex needs to help them live a quality of life in a community of their choice. Support Coordination is a specific service under NDIS; this support option forms part of the suite of complex supports delivered by the National Specialist Services stream.
Position description effective date	November 2023

Responsibilities

Coordinate direct support to individual clients	<ul style="list-style-type: none"> • Support the participant to understand and implement their NDIS plan. • Apply the principles of choice and control by ensuring awareness and options of services.
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Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<ul style="list-style-type: none"> • Ensure participants have service agreements with providers and assist them to build capacity to understand and manage independently where appropriate. • Support the participant to ensure services are delivered consistently, with service excellence based on goals and needs, and within funding budgets. • Provide regular, active management and ongoing adjustment of supports due to changing needs. • Undertake research activities to support client needs where applicable. • Management of multiple/complex supports from a range of providers which intersect with mainstream services. • To develop a Complex Support Plan which details risk and barriers to effective implementation as well as the respective roles of stakeholders. • Resolve service delivery issues including crisis and ensure participant needs are identified, understood and services are in place to deliver appropriate services. • Maintain accurate and up to date client records, including; internal and external systems. • Roster all coordination of supports to ensure best use of billable hours and ensure that all entries contain a corresponding case note in CIM. • Develop participant reviews for submission to NDIA including request for reviews. • Provide support for complex case reviews and early plan review requests by participants.
<p>Provide a central point to support families and carers</p>	<ul style="list-style-type: none"> • Involve carers, family and friends as identified by the client in work to support their recovery. • Support family and carer roles through understanding their concerns and the provision of information, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships. • Work intensively with families and carers at the time of transition back to community.
<p>Undertake assessments</p>	<ul style="list-style-type: none"> • Assess individual client needs using assessment tools in accordance with established assessment guidelines and best practice. • Undertake necessary assessments in line with the clients funding, needs and choices. • Build a risk profile of clients and manage accordingly, including the escalation of risk to Practice Lead.



<p>Coordinate and work with other services to support the client</p>	<ul style="list-style-type: none"> • Ensure services have a shared understanding of the client’s support needs and goals. • Work collaboratively with other services and stakeholders to ensure a coordinated and integrated response to the client’s goals.
<p>Manage client and stakeholder relationships</p>	<ul style="list-style-type: none"> • Promote the development/enhancement of a client service model between clients and stakeholders. • Establish positive relationships with clients, families, carers, employers, including recording and follow up of any opportunities and concerns. • Develop, maintain, and build linkages with appropriate external organisations, contacts and volunteers; including NDIA and other community service providers. • Maintain a comprehensive knowledge of supports and services available; which are cost effective, within funding budget and appropriate for clients to meet their NDIS goals. • Attend internal and external meetings, networks and working groups as appropriate in line with Mind’s delegation schedule and with the support of management. • Understand the impact of external influences for the service, team and Mind. • Escalate issues appropriately and seek guidance when required.
<p>Other duties</p>	<ul style="list-style-type: none"> • Ensure individual targets of billable time are met and assist the team to meet service targets. • Document all activities using Mind’s ICT system and processes including the collection of appropriate records and case notes for service billing. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Other duties as directed.
<p>Professional development</p>	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
<p>Accountability</p>	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time; • Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.



<p>Workplace health, safety and wellbeing</p>	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
<p>Lived experience</p>	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
<p>Cultural safety</p>	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position requirements	
Qualifications required	<ul style="list-style-type: none"> Tertiary qualifications (minimum certificate IV) in Mental Health, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.
Knowledge, skills and experience required	<ul style="list-style-type: none"> Demonstrated experience working in specialist support coordination role. Experience and expertise in working directly with people with mental health issues, complex needs, and with their families and carers. Ability to work both autonomously and as part of a team, incorporating effective planning, time management, organisational skills, resourcing, and achieving quality outcomes. Demonstrated ability to plan and prioritise to meet customer service delivery requirements. Demonstrated understanding of the NDIS including the NDIS price guide and legislation. Highly developed stakeholder engagement and collaboration skills. A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	<ul style="list-style-type: none"> Right to work in Australia. Current valid Australian driver's licence. Current NDIS Worker Screening Check Clearance. Working with Children Check or equivalent (Blue Card - QLD). Able to obtain and provide evidence of vaccinations against COVID-19.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

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