

Support Coordinator Role Statement

Our Purpose

Providing all people with equal recognition, equal treatment and equal opportunity.

Our Values

Own It - How we get the job done

Respect Lives Here - How we treat other people

Keep Calm & Be Happy - How we interact with other people

Make It Matter - How we make a difference to other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service, and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.



Position **Support Coordinator**

Role Purpose

Support Coordinators are responsible for delivering consistent achievement of the required outcomes for their portfolio and adhering to national standards and agreed group business plans.

Service Scope

- Community Relationships
- Allocated region/group
- From time to time, you may be required to support other regions/groups for leave coverage or as required.

Reporting Relationships

The Executive General Manager – Disability, from the Governance and Culture team, is the sponsor for the Support Coordination Team.

Key Internal and External Relationships

- Support Coordination Lead
- Disability Support Workers
- Disability Service Specialists
- Clinical Service Delivery team
- External support coordinators
- Customer Intake and Onboarding team
- Incident Response team
- Safeguarding teams
- Local general practice, specialist medical and Allied Health support for the people we support
- Mental health, community justice and involved treating teams
- Local community representatives, including other service providers
- Guardians and other key people that will be identified in the customer's plan
- Relevant departments, funding bodies and other stakeholders

Role Responsibilities: Summary of Functions

Customer Service & Engagement

- Actively coordinate, monitor and report on supports in accordance with customer's plans
- Actively support customers to identify their goals and aspirations and exploring what is possible and facilitation these ideas and aspirations into action, by assisting customers to connect to resources locally and in way that supports inclusion with informal, formal, specialist, community and mainstream services
- Assist customers meet their individual goals by identifying and accessing necessary services and supports
- Strengthen a customers' capability to coordinate and implement their supports independently
- Be responsive and adaptive to meeting changing customer needs

- Empowering individuals and respecting their right to make informed decisions and choices, by promoting dignity, respect for diversity, privacy and confidentiality.
- Able to explain solutions, complex matter and facilitate discussions.

Service Delivery

- Identify, develop and support effective communication and partnering with identified stakeholders (i.e. service providers, mainstream services, funding agencies, government departments).
- Understanding the needs and experiences of customers (including developing knowledge, upholding their rights regardless of personal values and attitudes, and understanding of cultural backgrounds and perspectives), by supporting Customers to explore and develop connections and supports that support them to reach their goals.
- The Support Coordination Team has a deep understanding of the service delivery, monitoring and performance of Support Coordination, included (but not limited to): Service Agreements, funding viability, customer and stakeholder management, and adherence to Team and nation-wide policy and procedure.
- Negotiate between services to generate effective support plans.
- Positively promoting a culture of health, safety and wellness within the organisation. This includes understanding the legislative WHS requirements and be familiar with internal controls, policies and procedures.

Safeguarding

- Identify and respond to crisis situations, abuse & neglect, and critical incidents to promote a person's safety
- Maintain knowledge of safeguarding standards and reporting requirements
- Engage with risk and reporting systems to maintain Customer safety including Carelink, Riskman and SolvSafety
- Actively promote inclusion and uphold a Customer's human rights

Financially Sustainable

- Maintain a quarterly average of 80% claimable of contracted hours.
- Being accountable in ensuring the financially sustainable and operational efficiency of the organisation. This means operating within service performance parameters.
- Ensuring continuous improvement within their own teams and includes participating regularly in continuous improvement of initiatives as set out in the strategic plan.

Local Business Development

- Identify opportunities for new customer relationships and new business acquisition to ensure revenue and activity targets are met.
- Drive, develop and deliver community engagement programs, and plan activities that raise brand awareness, community participation and customer experience.
- Contribute positively to the brand and profile of Lifestyle Solutions in the community
- Attend and participate in presentations, conferences at community forums, expos

= Additional responsibilities for Specialist Support Coordinator

- Work with high complex needs clients or high-level risk involved
- Manage challenges which may include health, education, or justice services
- Address barriers of plan implementation

- Access appropriate supports
- Reduce complexity
- Connect to boarder systems
- Negotiate solutions with multiple stakeholders
- Well-coordinated plan implementation
- Resolving points of crisis and ensure consistent delivery of service
- Design, implement and monitor a complex service plan

= **Additional responsibilities for Psychosocial Recovery Coach supports/services to:**

- provide assistance for customers to build capacity and resilience through strong and respectful relationships to support people with psychosocial disability to live a full and contributing life.
- maintain engagement through periods of increased support needs due to the episodic nature of mental illness.
- work collaboratively with customers, families, carers and other services to identify, plan, design and coordinate NDIS supports

Team Purpose

The Support Coordination team is responsible for delivering consistent achievement of the required outcomes for their portfolio and adhering to national stands and agreed group business plans.

Team-based ways of working

Lifestyle Solutions supports team-based ways of working, each team member is responsible to work together to:

- negotiate and agree goals with your Sponsor that are aligned to the strategic objectives of the organisation
- regularly monitor goals, report progress, identify and implement corrective actions to ensure goals are achieved
- ensure that the skills needed to perform their functions/roles and achieve the Teams' goals are maintained
- provide back-up coverage and perform other duties as required to maintain continuity of contact with other parts of Lifestyle Solutions and external parties within budget, regulatory and compliance parameters
- Maintain a team workplan that captures the teams agreed ways of working

Skills & Selection Criteria

- Minimum 3 years' experience working in disability service sector and/or relevant qualifications in social sciences, disability, community services, psychology, allied health, mental health (Cert IV) and/or equivalent experience in customer service delivery.
- May on occasion be required to work additional hours on nights or weekends for meetings with customers.

Customer relationship management

- Demonstrated experience providing positive engagement to customers with complex behaviours, high needs or a wide range of disabilities.
- Demonstrated experience in developing and implementing plans that meet an individual's goals.

- Demonstrated time management and planning skills.

Customer acquisition and financial acumen

- Demonstrated ability to manage a portfolio of customers and meet KPI's.
- Ability to manage service relationships with multiple stakeholders, within plan budget.
- Ability to present at community forums, expos and represent the organisation, with view to develop business opportunity.
- A knowledge of your local area networks and community events, with an ability to maintain networks.

Influencing negotiation and collaboration skills

- Knowledge and understanding of the community services sector with stakeholder management experience.
- Demonstrated ability and commitment to developing a positive team culture through collaborative work, support, supervision and guidance.
- High level of written and oral communication skills including computer literacy and report writing.
- Ability to research solutions and problem solve.
- Experience in conflict resolution.

Specialist skills in at least one of the following areas

- Cross cultural
- NDIS Mainstream
- Due diagnosis or complex support needs (including but not limited to mental health, AOD, justice or education)
- Child and Family
- Complex case management

Acknowledgment of Role Statement

I, _____ (print name)

Have read and understand the responsibilities of my employment as a Support Coordinator as outlined in this role statement.

Signed: _____

Date: _____