

Able Australia is a recognised leader of disability services for adults and community supports for seniors. We are a diverse not-for-profit organisation offering a broad range of high quality services to enable those *we support to live the life they choose*.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of **trust, kindness, respect and excellence** every day. We strive to provide the best quality care in a long term partnership with our clients and their loved ones.

Able's strong and purposeful growth agenda also aims to extend our core services, supporting more people with a disability to achieve **better days every day**.

Our passionate staff and volunteers have been proudly helping those we support to reach their full potential. We currently provide services in Victoria, Tasmania, ACT and Queensland.

## Able Australia's Values



### Trust

For more than 50 years we have been trusted to deliver high quality, reliable services safely to those we support



### Respect

We are respectful, upholding the human rights of everyone we support and work with.



### Excellence

We strive for excellence in everything we do – from the services we provide to the outcomes we support clients achieve.



### Kindness

We are kind and compassionate to all.

## Position Details:

<b>Position Title:</b>	Support Coordinator
<b>Employment Status:</b>	Full Time / Fixed Term – Maternity leave cover
<b>Position Reports to:</b>	Deafblind Services Manager
<b>Location:</b>	National Office, Surrey Hills
<b>Updated:</b>	June 2024

## Position Summary

The overall aim of the Support Coordinator is to assist NDIS and DSOA clients in the support co-ordination and implementation of all supports in their funded plan, including informal, mainstream and community supports, as well as funded supports.

- Undertake a mixed portfolio to ensure service recipients:
- Pursue their goals, objectives and aspirations
- Increase their independence through capacity building
- Increase social and economic participation, and build their capacity to actively take part in the community

**Primary duties and responsibilities:**

Key Result Area	Capability requirement	Key Performance Measures
<b>Organisational Support</b>	<ul style="list-style-type: none"> <li>• Manage portfolio of service recipient and assist other team members as needed</li> <li>• Supporting service recipient to understand their NDIS plan, goals and objectives.</li> <li>• Maintain a continuous improvement culture &amp; be efficient in the delivery of Able Australia's business strategies.</li> <li>• Assist Service recipient to strengthen their capacity to establish networks, maintain support services, linkages and relationships</li> <li>• Assist service recipients to converse/communicate with NDIA or DSOA when required to support their own plan requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Supports and services are delivered in an accurate and timely manner; service recipients are actively contributing to decisions, are kept up to date and assisted to resolve any issues.</li> <li>• Case load (70% billable hours) reflect required numbers and any changes are reported and rectified in a timely manner.</li> <li>• High quality in electronic file management and electronic file entries is maintained and available for use</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build service recipient capacity to manage own funding package</li> <li>• Work with external service providers and suppliers to ensure maximum value for money achieved.</li> <li>• Implement strategies to ensure seamless communication across the organisation.</li> <li>• Provide proactive and effective customer communication and build relationships and capacity with providers and service recipient/families</li> </ul>	<ul style="list-style-type: none"> <li>• Establish and foster effective working relationships with external organisations, Local Area Co-ordinator (LAC), National Disability Insurance scheme (NDIS), and DSOA</li> <li>• Planner, and other relevant providers to achieve optimal outcomes for service recipient</li> <li>• Team effectiveness, as observed by peers and Managers in team meetings.</li> <li>• Shares knowledge formally and informally with team members and others</li> <li>• Service recipient has a support network delivering on goals and agreed outcomes</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• To strive for solutions that proactively manage the balance between Participant /service risks and maximising service recipient outcomes</li> <li>• Full compliance with National disability standards as per ABLE AUSTRALIA framework hosted on the intranet</li> <li>• Documentation, reporting and communication of key information is maintained.</li> </ul>	<ul style="list-style-type: none"> <li>• Revenue targets are met to achieve budget.</li> <li>• Support needs, reports, outcome documentation and plan reviews are scheduled and completed.</li> <li>• Audits show compliance with expected standards and requirements.</li> <li>• Ensure effective decision making to minimize business risk.</li> </ul>

	Service provision is billed in a timely manner to ensure revenue flow achieves budget.	<ul style="list-style-type: none"> <li>• Attend supervision and team meetings as per the Able Australia policy</li> <li>• Monitor clients plans to ensure that clients are inline with their NDIS or DSOA Budget</li> </ul>
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### Responsibilities continued

<b>Risks and Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety</li> <li>• Take reasonable care for the health and safety of others who may be affected by their acts or omissions</li> <li>• Demonstrate an understanding of and commitment to Workplace Health and Safety policy and procedures</li> <li>• Understand and adhere to emergency policies and procedures</li> <li>• Demonstrate behaviours which reflect your commitment to the Able Health and Safety Management System</li> <li>• Cooperate with instruction from Able to meet WHS requirements</li> <li>• Must not intentionally or recklessly interfere with or misuse anything provided at the workplace for OH&amp;S performance indicators</li> <li>• Identifies potential risks and hazards in the working environment and responds to them appropriately</li> <li>• Reports all emergencies, hazards, incidents and near misses within defined timelines and following correct processes using the relevant reporting systems.</li> <li>• Must be prepared to undertake a medical assessment to determine fitness to undertake the inherent duties of this position.</li> </ul>
<b>Quality &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Compliance with organisational policies, procedures and relevant work instructions</li> <li>• Promotes a culture of continuous improvement as an integral part of core practice</li> <li>• Completes all necessary training within defined timeframes</li> <li>• Identifies appropriate opportunities for professional development and seeks authorisation to participate</li> <li>• Attends and participates in planned development activities</li> <li>• Actively participates in supervision and performance development</li> <li>• Attend prearranged dates scheduled for organisational wide training and on-line induction and be actively involved in performance development with the relevant Manager.</li> </ul>
<b>Diversity &amp; Equity</b>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of and commitment to legislation and Able Australia policy and procedure in relation to workplace equity and diversity</li> <li>• Treats all colleagues and clients with dignity and respect</li> <li>• Contributes to ensuring that the workplace is free from bullying and harassment</li> <li>• Ensures own practice prevents and eliminates unlawful discrimination.</li> </ul>
<b>Organisational expectations and directives</b>	<ul style="list-style-type: none"> <li>• Familiarise and adhere to Able Australia's Policies and Procedures, including Code of Conduct, policies and guidelines including Work Health and Safety obligations</li> <li>• Demonstrate dedication and commitment to work in accordance with Able Australia's values and behaviours</li> <li>• Develops and maintains positive working relationships with colleagues and clients</li> </ul>

	<ul style="list-style-type: none"> <li>• Works collaboratively to achieve shared goals and targets</li> <li>• Represents Able in a positive and professional manner</li> <li>• Undertakes other duties commensurate with the position as reasonably directed</li> <li>• All duties to be approached and undertaken with eagerness and a positive attitude</li> <li>• Personal work practices promote teamwork and unify and encourage positive staff morale</li> </ul>
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### **Key Selection Criteria**

- Minimum 2 years experience as a Support Coordinator
- An understanding of support coordination practices and principles.
- Well-developed communication and interpersonal skills to work with the range of clients including deafblind.
- Capacity to prepare reports and correspondence in clear and concise language and the ability to assimilate information from other, present information in a manner appropriate to the relevant parties.
- The ability to work autonomously and cooperatively as a member of a team.
- Competent in the use of the latest computer software programs and is able to enter, modify and extract data accurately, including the ability to track funding package expenditure.
- Well-developed work organisation skills, the ability to manage time effectively and prioritise tasks.
- Knowledge of the NDIS Act 2013, Disability Act 2006, and other relevant legislation.

### **Desirable:**

- Auslan skills are desired including Auslan as first language or completed studies – (if qualifications obtained, we require a completed Cert IV of Auslan or a Diploma of Auslan as a minimum)
- Experience working in an NDIS environment.
- A tertiary qualification in a relevant discipline.

### **Screening Criteria**

- NDIS Workers Screening Check
- Current full Australian Driver's License
- Right to Work in Australia

### **Conditions of Employment**

The terms and conditions of employment at Able Australia are in accordance with the Employment Agreement and Able Australia Services policies and procedures.

### **Required Performance**

This position description broadly outlines the requirements of the role. All Able Australia positions must also demonstrate an understanding and adherence to all relevant Able Australia policies and procedures and must successfully complete Able Australia's pre-employment online training program. All Able Australia staff also require a specific performance agreement – a set of Key Result Area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, \_\_\_\_\_ have read, understood and agree to comply with this position description.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_