

**The Position:**

The Support Coordinator supports Participants and their families in the delivery of Support Connection and Coordination of supports to implement NDIS plans.

Working with the National Disability Agency (NDIA) and multiple stakeholders, the Support Coordinator builds capacity and empowers National Disability Insurance Scheme (NDIS) Participants to transition into the scheme and achieve their goals.

Once a Plan is approved and Request for Service is received, Participants work with Support Coordinators to determine how their funds will be maximised and to connect with providers.

**Support Coordination is:**

- Facilitating conversations about what is possible with Participants' NDIS funds;
- Building capacity for Participants to exercise choice and control; and
- Supporting Participants to navigate the NDIS marketplace and find providers that are the best option for them.

**Conditions of Employment:**

- Recruitment of one permanent fulltime position, with a six (6) month probationary period.
- Appointment will depend on the applicant skills/ experience and be in accordance with Level 3 of the *Social, Community, Home Care and Disability Services Industry Award 2010* (SCHADS Award) with negotiated and agreed progression available towards Level 4 of the same Award.
- Focal is an equal opportunity employer.
- Focal also offers attractive Salary Sacrificing benefits.

**The role:**

- Connect and network with NDIS agents such as LACs, NDIA Plan Managers, Service Coordinators and other relevant stakeholders.
- Prepare Service Agreements and Schedules of Support using NDIS guidelines.
- Listen, acknowledge and communicate with Participants, their nominees, representatives or carers to assess what they want to achieve (see <https://www.nds.org.au/news/the-importance-of-intake-in-an-ndis-setting>).
- Arrange meetings to discuss the role of the Support Coordinator, negotiate how this service is delivered, gather data, view and discuss client's individual plans.
- Prioritise actions of plan implementation and associated timeframes.
- Provide quality and timely reports to the NDIA on client progression as required.
- Represent and promote Focal externally with all stakeholders to build networks, increase Participants' awareness, and improve branding.
- Liaise with other service providers to build networks.
- Other NDIS and Participant related functions as needed.
- Understand and break down support budgets to assist Participants in achieving their goals.
- Negotiate services to be provided to Participants and their prices.
- Negotiate services and prices as part of any quotable supports.
- Liaise with service providers to organise assessments when and if required.
- Link Participants to mainstream or community services not funded by NDIS (i.e. housing, education, transport, health).
- Strengthen and enhance Participants' capacity to coordinate, self-direct and manage their own supports and participation in the community.
- Assist Participants with their plan reviews to assess their achievements, identify barriers and future goals for their subsequent plan.

Version Control	Current	Previous	Prior	Initial
Position Description: Support Coordinator	04/06/2019	N/A		17/07/2018

For additional information on the role Support Coordinator, please see the “Support Coordination” Factsheet on the NDIS website.

<b>Personal Attributes:</b>	<p>The Support Coordinator demonstrates the following attributes:</p> <p><b>Decisive thinker</b> – able to analyse information quickly and use it to articulate robust plans for Participants.</p> <p><b>Excellent communicator and influencer</b> –able to influence, and maintain clear communication to gain commitment from external and internal stakeholders to provide best outcomes for Participants.</p> <p><b>Collaborative</b> –demonstrated skill in building and maintaining effective relationships with internal and external stakeholders.</p> <p><b>Driven to deliver</b> – focused on delivering best possible results for Focal’s Participants and show determination, resourcefulness and a sense of purpose.</p> <p><b>Courage to challenge</b> – has the courage and confidence to speak up and challenge others even when met with resistance or unfamiliar circumstances.</p> <p><b>Curious</b> – an inquisitive, open-minded attitude, willing to seek out new ways to support and empower.</p>
<b>Essential Criteria for the Position:</b>	<p>Qualifications and / or experience working with the community and people with disabilities from diverse cultures and backgrounds.</p> <p>Highly developed written and verbal communication skills.</p> <p>Demonstrated experience meeting relevant legislation including upholding privacy and confidentiality.</p> <p>Demonstrated organisational skills to effectively manage their own workload and meet deadlines and key performance indicators.</p> <p>Current Positive Notice – working with children screening check (Blue Card) and Disability Services Positive Notice Card (Yellow Card) <u>or</u> willingness to obtain prior to commencement.</p> <p>Current National Police Certificate.</p> <p>Current driver’s license and access to a reliable, registered, comprehensively insured vehicle.</p>
<b>Desirable Criteria for the Position:</b>	<p>Demonstrated knowledge of the NDIS and what it means for customers and organisations.</p> <p>Tertiary qualifications in Human Services or a related field with experience in Disabilities, Mental Health, Child Care or the Human Services Sector.</p> <p>Sound understanding of the National Disability Insurance Scheme Act 2013 (NDIS Act); and National Disability Insurance Scheme Rules and Operational Guidelines <a href="https://www.ndis.gov.au/operational-guideline/overview.html">https://www.ndis.gov.au/operational-guideline/overview.html</a></p>

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Position Description: Support Coordinator	11/09/2018	N/A		17/07/2018