

Position Description

Support Coordination/ Psychosocial Recovery Coach

Program	Psychosocial
Location	Wagga, Griffith, Albury, Mulwala
Employment Type	Full Time (38h per week)
Classification	SHADS
Award	Level 3
Travel Required	Outreach
Applications close	

About Centacare South West NSW

Our Mission is to actively reach out to and serve vulnerable families and individuals by providing a range of quality targeted services and programs that are flexible and responsive to needs. By building on strengths of individuals, families and communities. And to promote social justice and inclusion.

Organisational Context

The NDIS Support Coordinator and Psychosocial Recovery Coach which works as part of the Centacare Psychosocial team. Centacare South West NSW is proudly a social service agency of the Catholic Church in the Diocese of Wagga Wagga.

We are a member of the wider network of Catholic social service organisation across Australia, known as Catholic Social Services Australia. We are a not for profit, non- government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families and communities in the Diocese.

Position Purpose

Support Coordination/Psychosocial Recover Coach through the NDIS aims to support people with an active NDIS plan to receive appropriate supports and services from multiple sectors.

Support Coordinators/Psychosocial Recovery Coach will contribute to the support provision of the participants NDIS plan in consultation with the participant. Support Coordinators/Psychosocial Recovery Coach will assist participants to build capacity and resilience through strong and respectful relationships to assist participants to live a full and contributing life. Support Coordinators/Psychosocial Recovery Coach will ensure participants have choice and control over the services and supports available to them and will share service and sector knowledge, so to ensure participants can make informed decisions.

Position Details

Reports to	Regional Manager – Albury & Communities
Direct Reports	None
Division	Psychosocial Program
Requirements	<ul style="list-style-type: none"> • National Police Check • Working with Children Check • Possess an unencumbered driver's license

Relationships

The position liaises with the following stakeholders. This is subject to change.

External	<ul style="list-style-type: none"> • NDIS • NDIA • Government Agencies • Allied Health Professionals • Other Not for Profit Agencies • Plan Managers • NDIS support Providers • Families/Carers
Works Closely with	<ul style="list-style-type: none"> • Regional Managers • Program Coordinator –Psychosocial Program • Office Coordinators • Other Centacare Staff.

Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

Skills & Responsibilities	Key Performance Indicators
Client Support	
<ul style="list-style-type: none"> • Support participants and providers to understand participant NDIS Plan, and the funding allocations and supports outlined. • Engage with individual participants families and carers collaboratively implement the individualised plans. • Undertake Support Coordinators and Psychosocial Recovery Coaching services and prepare relevant reports, as required. • Coordinate a range of supports including informal, mainstream, and funded providers and support participants to complete Service Agreements. • Participate in regular and annual performance development reviews and support meetings. • Attend team meetings as required. • Develop and oversee participants support plans and service agreements for implementation by service providers, as required. • Work with the Participant and other providers to develop a Risk Assessment and Management Plan. • Advocate for the participant as needed or requested. • Provide regular feedback and reports to the NDIA, Regional Manager and Program Coordinator. • Ability to work with and accept cultural, racial, and social diversity. • Other duties as directed. 	

Skills & Responsibilities	Key Performance Indicators
<ul style="list-style-type: none"> Engage with NDIS Local Area Coordinators and other key stakeholders Consistently maintain 30 billable hours per FTE (Pro Rata) of support per week. Build and maintain effective networks and actively source new participants 	
Service Quality	
<ul style="list-style-type: none"> Review Individual plans and ensure all NDIS services are provided as per appropriate legislation, guidelines, and funding network. Organise and coordinate operations in ways that maximise productivity Establish and maintain specific and identified linkages within the local interagency networks with active referrals to and from networks to enhance partnerships and improve access to services. Develop and contribute to community events that ensure families have increased connections and social networks. Maintain professional records and ensure clinical and administrative standards are maintained in accordance with the current legislation and Centacare's Clinical Governance Framework. Use and implementation of evidence base best practice interventions. Monitor, review and evaluate participant outcomes. Monitor, review and manage participant waiting lists. 	
Health & Safety	
<ul style="list-style-type: none"> Adhere and contribute to Work, Health and Safety in the workplace Consult regularly with the WH& S Committee to ensure compliance. 	

Skills & Responsibilities	Key Performance Indicators
<ul style="list-style-type: none"> Engage with NDIS Local Area Coordinators and other key stakeholders Consistently maintain 30 billable hours per FTE (Pro Rata) of support per week. Build and maintain effective networks and actively source new participants 	
Quality Assurance	
<ul style="list-style-type: none"> Contribute to continuous improvement processes and adhere to Quality Assurance policies Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards 	
Human Resources	
<ul style="list-style-type: none"> Undertake appropriate supervision on a regular basis and relevant team or peer support activities. Participate in professional development and Agency activities as negotiated with the Regional and Program Manager Undertake any other duties as requested by the Regional and Program Manager and Coordinator 	

Selection Criteria

Essential Requirements:

- Knowledge of the NDIS framework.
- Experience and skills in Community Service Sector.
- A passion for coaching and supporting others to learn and overcome their barriers whilst always instilling hope.
- Knowledge of Mental Health sector, the recovery model, complex mental health and drug and alcohol issues.
- Understanding of NDIS price guide and billable hours requirements.
- Strong verbal and written communication skills.
- High level of attention to detail
- NDIS Worker screening, working with children check and vulnerable persons screening prior signing contract.
- Proficient in Microsoft Office Suit
- 'C' Class Driver's License

Qualifications:

- Bachelor of Human Services (preferred), however, Minimum of Certificate 4 in Mental Health or Peer Work– essential or 2 years' experience working with in the Mental Health sector

Desirable:

- NDIS Worker Screening Check
- Working with Children Check

Key Values

Respect	We respect the uniqueness, dignity, diversity, cultures and beliefs of all people.
Social Justice	We advocate. We show compassion to individuals. We advocate for equity of access, fairness and justice. We seek to give voice to the vulnerable.
Empower	We care for the wellbeing of each person. We acknowledge strengths in all people and we seek to empower individuals to take control of their future.
Professional	We do the right thing. We accept responsibility for our actions and we support each other. We are ethical, committed, act with integrity and are accountable for our results.
Relationships	We embrace the power of relationships. We support positive relationships for our clients. We are committed to developing creative and collaborative connections for and within our community.
Team	We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team we make a difference.
Excellence	We are a center of excellence. We are innovative and adaptable. We have high standards and ensure best practice approached to our service.

Reviewer	Tracey Febo Peter McCabe	Version:	June 2021
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Internal	Reference: NDIS Practice Standards October 2018
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