

### Position Description

Position Title	Support Coordinator
Duration Status	On Going

Program / Team	Psychosocial Services
Reports To	Regional Manager
Location	Regional Office
Hours of Work	0.6 FTE to Full-Time
Date Written	October 2022

#### AGENCY BACKGROUND

Centacare South West NSW is a social service agency of the Catholic Church in the Diocese of Wagga Wagga, covering local regions including the Central and Lower Murrumbidgee, Central and Upper Murray and Hume Regions of Southern New South Wales. Centacare is a member of the wider network of Catholic social service organisations across Australia known as Catholic Social Services Australia.

#### MISSION

We 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
- Building on strengths of individuals, families and communities
- Promoting social justice and inclusion

#### VALUES

- Respect
- Social Justice
- Compassion
- Excellence
- Professionalism
- Commitment

## **POSITION PURPOSE**

Support Coordination through the NDIS aims to support people with an active NDIS plan to receive appropriate supports and services from multiple sectors (and are approved under the NDIA plan). Support Coordinators will contribute to the support provision of the participants NDIS plan in consultation with the participant. Support Coordinators 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.

Centacare SW NSW is an NDIA certified provider of NDIS services across NSW and Victoria.

From 1st July 2019 Centacare SW NSW will deliver approved services and assist eligible participants to access NDIS supports. Centacare SW NSW engages Multidisciplinary Support Coordinators from a range of disciplines which represent the diversity of need presented by eligible participants and the accompanying range of service responses required.

Operating under the support and direction of the Manager Psychosocial, all Support Coordinators will follow core program objectives:

- Facilitation of the timely, supportive, inclusive and recovery orientated coordination of care
- Improve the systemic response of key stakeholders
- Provide choice and control

Key responsibilities of the Support Facilitator role include:

- conduct assessments of an individual's care needs;
- building service pathways and networks of services and supports;
- being a point of contact for participants, their families and Carers;
- assisting participants to access NDIS supports;
- working closely with existing case managers and supporting staff;
- collecting data and maintaining reporting information to the Organisation to ensure effective administration of governance arrangements

## KEY RESULTS AREA

Key Result Area	Key Tasks
<b>Key Performance Indicators</b>	
Client Support	<p>Undertake assessment of the needs of participants which may involve reviewing previous assessments and require the engagement of appropriately trained specialists to determine the consumer's needs;</p> <p>Develop and foster relationships with a full range of services and supports to ensure a comprehensive and coordinated response to improve individual outcomes</p> <p>Be a point of contact for participants, their families and carers when service arrangements are not working or the consumer becomes disconnected from required supports.</p> <p>Engage with NDIS Local Area Coordinators and other key stakeholders</p> <p>Communicate with participants about the NDIS, including the provision of information about costing, processes and timeframes</p> <p>Engage with participants to support and facilitate their engagement to the NDIS, including review and planning processes</p> <p>Consistently maintain a minimum of 30 billable hours of support per week, or equivalent depending on employment hours.</p> <p>Actively source new customers to ensure independent management of caseload, and ability to maintain billable hours</p>
Service Quality	<p>Improve the system response by engaging with and building pathways and networks of services and supports relevant to participants.</p> <p>Maintain data for the purposes of monitoring, reporting and evaluation of the program</p> <p>Participate in developing best practice approaches through partnerships with relevant networks.</p> <p>Undertake core compliance training as directed</p>
Safety	Adhere and contribute to Work, Health and Safety in the workplace
Centacare Values	Consistently display the Centacare Values: Respect, Professionalism, Excellence, Commitment and Compassion.

Quality Assurance	<p>Ensure that all operational and administrative requirements including case notes, assessments, and data are met including regular reporting requirements and records maintenance</p> <p>Contribute to continuous improvement processes and adhere to Quality Assurance policies</p> <p>Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards</p> <p>Adhere to Program Guidelines and all relevant Government legislation including Mental Health Act, National Mental Health Services Standards, Child Protection and Privacy Laws</p>
Human Resources	<p>Undertake appropriate program supervision on a regular basis.</p> <p>Participate in Centacare's Professional Review and Planning processes</p> <p>Participate in professional development and Agency activities as negotiated with the Manager.</p> <p>Undertake any other duties as requested by the Manager.</p>

#### **KEY SELECTION CRITERIA:**

1. Tertiary qualification and or extensive experience in the human service sector working with participants who have complex needs.
2. Experience working within the welfare service system.
3. An understanding of disability and / or mental health issues
4. Encourage a recovery-oriented culture and possess personal qualities such as humane concern;
5. be confident in the appropriate use of authority (with consumers and with the range of service providers within the region);
6. have strong communication and negotiation skills;
7. share experiences and information; analyse and formulate assessment/plans;
8. Current drivers licence.
9. Ability to maintain confidential information at all times.
10. A sound understanding and commitment to the philosophy of Centacare and a willingness to work according to the Mission, Vision and Values of Centacare.

#### **DESIRABLE CRITERIA:**

1. Knowledge of the NDIS and NDIA
2. Experience in using computer based Client Information Management Systems.

#### **SELECTION PROCESS REQUIREMENTS**

Satisfactory National Police Check

Satisfactory Working with Children Check

Possess an unencumbered NSW driver's license

Two verbal reference checks completed prior to offer being made

\*The Employer reserves the right to vary this Position Description and locality of the position in response to the changing needs of the Organisation, funding requirements and the community.

## APPROVAL

<b>Approved by:</b>	Tracey Febo	<b>Date</b> 22/10/2022
<b>Position Title:</b>	Chief Operating Officer	
<b>Incumbent's Name:</b>		
<b>Signature:</b>		<b>Date:</b>