



JOB DESCRIPTION - SUPPORT COORDINATOR



POSITION DESCRIPTION

JOB TITLE:	<i>Support Coordinator</i>
JOB DESCRIPTION:	<p>Including You are seeking an excellent communicator to build relationships with individuals and their families, the NDIA, and local disability support services. You will assess the needs of individuals and coordinate responses that support their goals, offer a flexible and innovative range of interventions in regard to services available and provide support coordination to those who are in receipt of NDIS funding packages. This role is the perfect opportunity for a passionate person who loves working in a team but can also thrive when working independently. Including You will support the professional and efficient service delivery in a way that is responsive to the needs of our customers</p>
TYPE OF EMPLOYMENT:	<i>Full time</i>
REPORT TO:	<i>Belinda Toohey</i>
LOCATION:	<i>158 Roycroft Ave Mill Park</i>
MAIN DUTIES / RESPONSIBILITIES:	<p>Incumbent of the role will be:</p> <ul style="list-style-type: none"> • Responsible for maintaining a positive and effective coordination of support to service users under NDIS Act 2015. • Responsible for managing, planning, monitoring, and reporting on service delivery to new and existing service users whilst developing positive relationships with service users, families, and other stakeholders in order to achieve quality outcomes. • Developing linkages into the community and mainstream services where a service user resides or requests.



- Liaising with other statutory bodies, child protection, justice, forensic supports, child, and family services.
- Investigating suitable options for service users in the way of recreational, career orientation or accommodation options.
- Managing the NDIS budget and coordination of plan. Including, meeting NDIS goals set by the service user.
- Willing to undertake other duties as directed.]

- Report in a timely manner to the Director.
- Work as directed within their scope of practice while maintaining a degree of flexibility to genuinely meet service recipient needs, to assist, augment and enhance service recipients progress toward achieving goals, maximising opportunities for lifestyle aspirations and independence.

- Escalate situational concerns to the Director if they feel they may potentially exceed their scope of practice, or if uncertain regarding the best course of action during dynamic situational occurrences such as out of the ordinary or unusual behaviours of concern (BOC)
- A strong commitment to the values of Including You, including a recognition of service recipients' fundamental human rights and engagement in respectful conduct.
- A professional attitude, along with a strong work ethic and attention to detail.
- A willingness to try new things and be receptive to supervisor feedback and advice.
- Ability to coordinate supports safely by following the individual's Plan and organisational policies and procedures, and by applying common sense and foresight.
- Have a drivers licence and willingness to utilise your own vehicle for work.
- Ability to effectively communicate through clear and concise language, both written and oral, including the ability to write notes and reports.
- Ability to work independently, using initiative and self-direction, within scope of practice.



	<ul style="list-style-type: none"> • Current First Aid and CPR qualifications. • National Police Records Check. • Working with Children Check.
<p>QUALIFICATIONS/ REQUIREMENTS:</p>	<ul style="list-style-type: none"> • Relevant qualifications and/or experience. • Practical or theoretical knowledge of the community sector, human services and/or the National Disability Insurance Scheme.
<p>SKILLS:</p>	<ul style="list-style-type: none"> • Provide a systematic, logical and approach to problem solving • Hold tertiary qualifications in the health or welfare sector or relevant experience. • Have knowledge and experience in Client Directed Care, Disability Services and the NDIS field and/or relevant experience. • Think creatively and use initiative, to work independently and as part of a small team. • Report to Team Leader and Director of Including you. • Demonstrate understanding of and ability to apply the objectives and principles of the Disability Services Act (2006) and the National Disability Insurance Scheme Act (2013). • Have strong written and computer skills for the creation of plans, programs, reports, correspondence and other documents. • Possess established problem solving and conflict management skills.