

POSITION DESCRIPTION

SUPPORT COORDINATOR

DIVISION or PROGRAM:	NDIS Support Coordination	AWARD AND LEVEL (if applicable):	SCHADS Level 3
DATE OF APPROVAL:	June 2019	APPROVED BY (Position Title):	General Manager, Families

PURPOSE OF THE POSITION

The Support Coordinator is responsible for working together with the people we support and their families and carers to provide and co-ordinate services and supports. This role has a high level focus on delivery of customer centric care and services in the community and relationship management. This role is agile, and will adapt to changing internal and external needs over time

KEY ACCOUNTABILITIES

- Undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values and its Code of Conduct and Ethics
- Contribute to a vision and culture, consistent with the Mission and Values and Code of Ethics and Conduct
- Determine clients' support requirements and provide linkage services to connect clients to other internal services and services external to CatholicCare
- Establish client data and ensure current service agreements are in place.
- Assess and reassess clients, using the appropriate assessment tools
- Maintain and update client care plans as the clients' service choices change and/ or different needs to enhance clients' quality of life are identified
- Support clients in plan reviews and/ or assist with client in requesting a plan review as required.
- Be an ongoing contact person for the client and/or their family for any change to circumstances that may require plan review
- Act as an advocate for clients' rights, providing information on rights and responsibilities and supporting clients' life choices
- Establish primary referral relationships in the community..
- Contribute to the quality improvement program and the service accreditation audits / reviews
- Collaborate with the management team to enhance and grow the current service offerings, assist in identifying new service offerings and respond to unmet needs
- Contribute to CatholicCare's capacity to enhance its service provision and scope within the NDIS and consumer directed care environment
- Promote CatholicCare services through interactions with internal and external stakeholders including callers and other service providers
- Comply with reasonable instructions, policies and procedures that allow CatholicCare to comply with its work health and safety obligations
- Follow safe work practices and take reasonable care of own and others' health, safety and wellness
- Perform any other duties as directed from time to time.

KEY CHALLENGES AND INFLUENCES

- Overcoming resistance to a changing business environment
- Ensuring customer service is foremost in carrying out the accountabilities of the role
- Adapting to a highly computerised business environment
- Achieving a balance between taking the time to attend to each enquiry thoroughly while being available for new calls and other priorities. Clarifying initial telephone requests to ensure new clients are on the right pathway
- Keeping informed of relevant industry changes and internal CatholicCare programs

KEY RELATIONSHIPS WHO	WHY
Manager(s), Service Delivery	Receive broad guidance, provide expert advice and exchange information including recommendations on strategies and issues management/resolution
Clients	Provide timely information and deliver quality customer service and supports
External Service Providers	Maintain strong links and assist with linkage relevant to client needs.

KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values: and its Code of Ethics and Conduct
2.	Comprehensive knowledge of community support available for clients and an ability to negotiate with internal and external stakeholders to enhance the quality and level of service to clients.
3.	Experience in communication with clients with disabilities, mental health, and complex needs, with the ability to engage client in the identification of supports to assist with the individual identified needs.
4.	Ability to work as part of a team, engage with people from all socio-economic and cultural backgrounds to meet organisational and client outcomes
5.	Ability to change own model of practice to align with the reformed mental health aged and disability sectors.
6.	Experience responding to issues identified by clients in a resource efficient and timely manner and using problem solving skills to find a resolution
7.	Worker to have a valid New South Wales Working With Children Check
8.	Current Driver's Licence and access to a registered vehicle

Desirable knowledge, skills, qualifications and experience:

1.	Qualifications in an Allied Health specialty, Social Work or as a Registered Nurse, including registration / membership to appropriate professional body
2.	Fluency in a second language

* CatholicCare reserves the right to vary this position description in response to its changing needs.