

POSITION DESCRIPTION

THE ORGANISATION



ROLE:	SUPPORT COORDINATOR	TEAM:	SUPPORT COORDINATION TEAM
SUPERVISOR:	SUPPORT COORDINATION TEAM LEADER	DATE REVIEWED:	FEBRUARY 2023
<p>ABOUT INTERCHANGE OUTER EAST:</p> <p>We support families. Family wellbeing has always been and will always be at the core of everything we do. This means building strong relationships between families and our team, underpinned by listening and trust.</p> <p>We engage and empower children and young people with disabilities. We operate within a human rights framework that respects the dignity of all individuals. For us and our community, this is about children and young people having opportunities to deepen relationships, have fun, develop skills, enhance health and wellbeing, and build independence.</p> <p>We build inclusive communities. We value our Interchange Outer East community and encourage everyone to make a contribution. This builds inclusive, cohesive and equitable communities. Our community includes a range of people, such as families, children and young people, our team of staff and volunteer, partners and other community members.</p>			
EMPLOYEE PURPOSE	Be family focussed. Uphold human rights. Participate and encourage an inclusive community. Develop trust with all in the IOE community. Contribute to a safe and fun environment	AIM OF ROLE	To build capacity in individuals and their families to implement all supports in an individual's plan, including informal, mainstream, community and funded supports.
JOB SUMMARY	The support coordinator will be responsible for establishing a positive and collaborative relationship with the family and individual. They will assist them to identify and engage with appropriate services that can assist them to achieve their goals and ensure the successful implementation of their plan.		
KEY OUTCOMES	<ul style="list-style-type: none"> Work creatively and resourcefully with individuals in how they utilise their support budgets to achieve their goals by: <ul style="list-style-type: none"> Assessing the number of mainstream, community, informal and provider options; Choosing preferred options or providers; Negotiating services to be provided and their prices, develop service agreements and create service bookings with preferred providers; Negotiating services and prices as part of any quotable supports; Arranging any assessments required to determine the nature and type of funding required (e.g. to determine the type of complex home modifications required); Deciding the budget for each support type and advising any relevant plan manager of the breakdown of funds; Liaising with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds; and Linking to mainstream or community services (i.e. housing, education, transport, health). Strengthen and enhance a individuals' and families' capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing individuals/family with assistance to: <ul style="list-style-type: none"> Resolve problems or issues that arise; Understand their responsibilities under service agreements; and Change or end a service agreement. Assisting the individual and family to get ready for their plan review by helping them: <ul style="list-style-type: none"> Assess whether they achieved their goals and got value for money for their plan; Identify solutions to problems experienced in implementing the plan; Consider new goals; and 		

POSITION DESCRIPTION

- Gather information and feedback from the participants service providers.
- Liaise with and report as required to the NDIA in relation to individuals and their plans use.
- Utilise knowledge and experience to increase opportunities for people to be connected to their local communities.
- Regularly monitor expenditure and support families and individuals to remain informed about their budget usage

RESPONSIBILITIES

CORE CAPABILITIES & EXPECTED BEHAVIOURS

Support

- Treat all people with respect and dignity.
- Communicate effectively with team members.
- Identify workload capacity and priority tasks.
- Contribute to a high performing team environment.
- Support team to achieve desired outcomes.

Teamwork

- Work collaboratively with team members.
- Positively contribute to the emotional wellbeing of the team.
- Contribute to maintaining a productive and harmonious team.
- Be honest and open when communicating concerns.
- Seek solutions to workplace problems.

Training

- To participate in ongoing training and skills development.
- Attend Interchange Outer East induction.
- When required, undertake sessions in:
 - Position induction
 - Human rights
 - Developing support information, communication support plans and personal plans
 - Positive behaviour support.
 - Restrictive practices and how to reduce these practices and how to meet legislative requirements specifically around restrictive practices.
 - Volunteer support.

Administration

- Complete incident reports where necessary
- Participate in any meetings relevant to the role you are undertaking.
- Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas used.
- Complete a timesheet fortnightly.
- Consult with line management regarding any changes to your working hours and leave.
- Complete a leave application when required.
- Provide accurate acquittal of Interchange Outer East expenditure.
- Participate in team meetings.

IOE Responsibilities

- Work within the strategic plan of IOE
- Work collaboratively with all programs towards a common goal.
- Be punctual.
- Maintain confidentiality.
- Use work practices that respect all individuals.
- Participate in quality processes.
- Attend relevant staff meetings.
- Attend and contribute to workings groups and meetings which contribute to the development of the service and IOE as a whole.

KEY SELECTION CRITERIA

- A strong belief that all people with a disability make a valued contribution to the community.
- Ability to nurture strong relationships with families, business and community members.
- Excellent administrative and planning skills
- Capacity for high levels of independence, autonomy and time management.
- Clear and effective communication skills; meeting the needs of people from various backgrounds and skill levels.
- A focus on developing solutions to issues that arise through work practices.
- Being able to effectively handle interpersonal and work management pressures in a professional and positive manner.
- Ability to manage and address conflict.
- Ability to work within an environment of Information systems and processes.
- An understanding of the NDIS.
- The ability to problem solve and troubleshoot.
- Competency in working with Microsoft products.
- Excellent written and organisational skills.

KEY RELATIONSHIPS AND INTERACTIONS

- IOE support coordinators
- IOE quality coordinator
- IOE intake coordinators
- IOE plan management
- IOE direct support services
- IOE management team - team leaders, managers, CEO
- External support services including allied health and direct support
- IOE marketing coordinator
- National Disability Insurance Agency
- NDIA Quality and Safeguard Commission

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS

- Minimum certificate IV qualification or relevant experience in a related field.