

Interchange Outer East
Support Co-ordinator
Position Description



Position: Support Coordinator
Reports To: Team Leader Support Coordination
Reviewed: July 2020

ABOUT INTERCHANGE OUTER EAST (IOE)

Interchange Outer East is a child safe organisation upholding the right of children and vulnerable people to be free from abuse. All people involved with IOE have the right to feel safe and supported during their involvement with the organisation.

Interchange Outer East works within the human rights framework:

- Dignity
- Respect
- Equity
- Freedom

Employees must have the passion and belief in people's rights and citizenship. They must treat all people with respect and dignity, valuing uniqueness (culture, family structure, customs, etc.) and self worth. Communication should be aimed to strengthen families, listening and learning and creating relationships of trust.

Interchange Outer East aims to encourage people to develop skills and competencies through their work. Education is a lifelong process and many competencies can be learnt on the job through positive role models and training.

KEY ACTIVITIES OF INTERCHANGE OUTER EAST

- Providing a range of quality respite care and support services to families of people with disabilities
- Providing a range of quality recreation, social, and life skill services to people with a disability
- Providing a range of opportunities for involvement by all people in the community

Aims of Support Coordination

To build capacity in individuals and their families to implement all supports in an individuals 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.

Core Responsibilities

Support Coordination Role:

- Work creatively and resourcefully with individuals in how they utilise their support budgets to achieve their goals by;
 - assessing the number of mainstream, community, informal and provider options
 - choose preferred options or providers
 - negotiate services to be provided and their prices, develop service agreements and create service bookings with preferred providers
 - negotiate services and prices as part of any quotable supports
 - arrange any assessments required to determine the nature and type of funding required (e.g. assessment to determine the type of complex home modifications required)
 - decide the budget for each support type and advise any relevant plan manager of the breakdown of funds

- liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds
- link to mainstream or community services (i.e. housing, education, transport, health)
- Strengthen and enhance a individuals/families capacity to coordinate supports, self direct and manage supports and participate in the community, including providing individuals / family with assistance to:
 - resolve problems or issues that arise
 - understand their responsibilities under service agreements
 - change or end a service agreement
- Assisting the individual / family to get ready for their plan review by helping them:
 - 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
 - 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
- 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

Work in line with relevant Acts and frameworks i.e. Disability Act 2007, NDIS Quality Standards.

General Staff Responsibilities

- Keep accurate and complete records in accordance with legislative requirements
- Understand the charter of human rights.
- Use work practices that respect all individuals
- Demonstrate an understanding of disability and the challenges presented to individuals and families, particularly in terms of human rights, community contribution and valued status.
- Work in line with relevant Acts and frameworks i.e. Disability Act 2007, Disability Quality Framework.
- Display an awareness of cultural needs of families.
- Maintaining family and individuals' privacy rights.

Competencies Required

- A strong belief that all people with a disability can 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 good time management skills
- 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
- Commitment to learn and develop skills
- Working knowledge of Microsoft Office programs

Individual & Family Support:

- Treat all individuals with respect and dignity
- Contribute to learning and understanding individuals including individual communication strategies
- Ensure families and individuals have access to information about their rights and responsibilities including human rights, and restrictive practices
- Ensure families have access to and understand the IOE conflict of interest policy
- Work with individuals and families to develop an understanding of Positive Behaviour Support
- Liaise with individuals and families to develop and maintain up to date and relevant support information for individuals

Administration

- Conduct meetings with individuals and their family / nominee as required
- Maintain high quality administration procedures
- Develop and maintain good recording practices including but not limited to, individual profiles, support materials, individual plans, case notes, meeting notes and fact files
- Complete a timesheet fortnightly
- Consult with line management regarding any changes to your working hours and leave
- Complete a leave application when required
- Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas used

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
 - What are restrictive practices and how to reduce these practices
 - Responsibilities to meet legislative requirements specifically around restrictive practices.
 - Volunteer support training

Interchange Outer East Responsibilities

- Participation in team meetings
- Report to line management upon request
- Understand and follow the policy and procedures of Interchange Outer East
- Attendance at staff meetings, training and other relevant meetings
- Involvement in formal and informal planning and evaluation processes for relevant programs and the agency as a whole
- Be a part of an 'on call' roster periodically throughout the year to support individuals, families and support staff out of office hours
- Hold a current Victorian Car Driver's License

Mandatory Requirements

Prior to commencement of work at Interchange Outer East, and in order to continue working, all mandatory requirements must be met. An employee not meeting any of the mandatory requirements will be suspended from employment until such time as the requirement is fulfilled.

Person Responsible for renewal and cost

Item	Mandatory Requirement	Initial Employment	Renewal
1	NDIS Worker Screening	Employee	Employee
2	Working with Children Check ⁽¹⁾	Employee	Employee
3	First Aid – HLTAID0012	Employee	IOE ⁽²⁾
4	Manual Handling certificate	Employee	No renewal
5	Administration of Medication certificate	IOE	No renewal
6	NDIS Worker Orientation Module	Employee	No renewal
7	Covid-19 Infection Control Training	Employee	No renewal
8	Hand Hygiene	Employee	No renewal
9	PPE training	Employee	No renewal

Note: * (1) On successfully receiving your NDIS Worker Screening, you may be eligible for a reimbursement of the cost of your WWCC from the Department of Justice and Community Safety. Contact IOE HR for a reimbursement form.

(2) If the employee is to be reimbursed for the cost of renewing their first aid qualification, they will be reimbursed up to the value of \$150. Alternatively, regular first aid training is scheduled and run at IOE at no cost to the employee.