

## Position Description

Position	NDIS Support Coordinator
Employer	Blue Sky Community Services
Reports to	NDIS Support Services Delivery Manager
Responsible to	Executive Manager: Service Delivery and Quality
Organisational Team	NDIS Disability Provider Services
Positional Context	<p>Blue Sky Community services is a not-for-profit, values-based social purpose organisation, delivering a range of capacity-building services for people and communities within our geographic footprint. We have an enviable and kind workplace culture where every staff member, and the work they do, matters. Our vision of supporting people to thrive and creating communities where everyone belongs, is applied to our workforce and workplace, as well as to the people we provide service to.</p> <p>The Support Coordination service consists of:</p> <ul style="list-style-type: none"> <li>- <b>Connection:</b> Assisting participants to develop knowledge, experience and connections within the community and broader systems of support.</li> <li>- <b>Support Design:</b> Working together with participants to understand Plan funding and its purpose. The Support Coordinator will understand the participant's confidence and skills, and help the participant identify what they want from their services. They will develop and design support solutions to support participants to achieve their outcomes.</li> <li>- <b>Establishing Supports:</b> Assisting participants to identify and consider support options, linking participants to broader systems of supports, and where practical creating a support and action plan to support participants to implement their plan.</li> <li>- <b>Resolving Crisis:</b> Assisting to resolve points of crisis and developing capacity and resilience in the participant's network.</li> <li>- <b>Coaching, Refining, Reflecting:</b> Coaching participants through challenges that come up. Assisting participants to prepare for review and to report on achieved participant outcomes.</li> </ul>
Position Overview	<p>This position plays a pivotal role in supporting participants that are receiving funding from the National Disability Insurance Scheme (NDIS), to assist them to interpret their NDIS plan and build their capacity to make decisions and choices about the implementation of supports in their NDIS plan, including mainstream, informal, community and funded supports.</p>

	<p>The Support Coordinator will work with participants to ensure a mix of supports are used to increase their capacity to maintain relationships, manage service delivery tasks, live more independently, and actively participate in and be included in the community.</p> <p>The role is performed in a competitive market environment where customer satisfaction with service quality and outcomes is essential for customer retention and attraction, and business sustainability.</p>
Qualifications and Experience	Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.

*Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.*

## Organisational Competencies

### Organisational Alignment

Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
Compliance	Complies with organisational policies, procedures, delegations of authority and systems.

### Professionalism

Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.

### Effective Working Skills

Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
Technology	Demonstrates confidence and competence in using the technology required in the role.

## **Safety and Risk Management**

Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.

## **Effective Communication**

Communication	Demonstrates very effective communication skills.
Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.

## **Relationship Management**

Internal Relationship Management	Demonstrates very good relational, interpersonal and team work skills.
External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
Customer Service	Demonstrates excellent customer service.

## **Continual Improvement and Development**

Continual Learning and Development	Demonstrates continuous learning and development.
Continuous Quality Improvement	Demonstrates continuous quality improvement.
Feedback and Complaints	Demonstrates effective complaints and feedback handling.
Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.

## **Knowledge and Practice**

Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
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Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

## Positional Competencies

Output and Outcome Achievement	<ul style="list-style-type: none"> <li>- Works effectively, efficiently and productively within a high volume environment to achieve key performance indicators (as promulgated from time to time) to required timeframes.</li> <li>- Achieves a very high level of customer satisfaction.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>- Holds sound knowledge and commitment to the principals of the NDIS Act 2013, NDIS Quality &amp; Safeguards Commission and other relevant legislation.</li> <li>- Demonstrates the ability to understand the NDIS price guide and flexibility within budgets, the NDIS legislation &amp; rules including permissions relating to reasonable and necessary supports and the role of the mainstream service system.</li> <li>- Builds and maintains knowledge of local services and community organisations.</li> <li>- Demonstrates a high level of computer proficiency in MS Office suite and database systems.</li> <li>- Demonstrate previous experience in the disability services sector, working with NDIS participants with complex needs.</li> <li>- Positively promotes the NDIS and communicates its goals, activities, processes and functions correctly and confidently.</li> <li>- Provides impartial information about available supports, services and options.</li> </ul>
Practice	<ul style="list-style-type: none"> <li>- Supports participants to build their capacity, resilience, and networks with the aim of greater choice and control and independence in managing their personal choices utilising: <ul style="list-style-type: none"> <li>- informal supports, e.g. working with family, friends and other community groups or networks</li> <li>- mainstream supports, e.g. working with other sectors that have a responsibility to support NDIS participants e.g. Health (hospitals); education (school, TAFE); housing; and justice</li> <li>- funded supports, e.g. the funding for services outlined in a person's NDIS Plan, liaising with service providers who can deliver these supports.</li> </ul> </li> <li>- Works equitably with participants, with respect to each individual's right to dignity, privacy and independence.</li> <li>- Researches, coordinates, and manages complex and intersecting support to suit individual needs across multiple providers, ensuring participants control and choice.</li> <li>- Liaises with relevant therapists to arrange any assessment needed to determine the nature and type of funding required.</li> </ul>

	<ul style="list-style-type: none"> <li>- Assists participants to prepare for plan reviews by helping them assess whether they have achieved their goals, identify solutions to issues experienced, and to consider new goals.</li> <li>- Assists in resolving any crisis situations, ensuring that the client's best interests and resilience are supported.</li> <li>- Works with other service providers including negotiating services and prices to ensure maximum value for money is achieved and service obligations are met.</li> <li>- Consistently maintains the billable hours of support per week as set out in the competency guide.</li> <li>- Actively sources new customers to ensure independent management of caseload, and ability to maintain billable hours.</li> <li>- Demonstrates practice that is strengths based, focused on people's rights and dignity, person centred, solutions focused, capacity building, and culturally appropriate and safe.</li> <li>- Proactively identifies risk factors and implements strategies to ameliorate risk.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>- Completes tasks associated with audits, reviews and the provision of statistics when requested and within required timeframes.</li> <li>- Completes all reporting requirements requested by Blue Sky Community Services.</li> <li>- Ensures that all operational and administrative requirements including case notes, assessments and data are met, including regular reporting requirements and records maintenance.</li> </ul>
Community Engagement	<ul style="list-style-type: none"> <li>- Builds and maintains excellent positive relationships with local external stakeholders, community organisations, services and agencies.</li> <li>- Builds and maintains a positive relationship with the local National Disability Insurance Agency staff and Local Area Coordinators.</li> <li>- Attends and conducts community presentations at community events and interagency groups to raise awareness of the NDIS and the importance of community, informal and mainstream supports.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>- Develops and maintains accurate and up-to-date case notes on participant progress.</li> <li>- Maintains data for the purposes of monitoring, reporting and evaluation of the services provided.</li> <li>- Ensures the completion of NDIS participant service agreements and other appropriate documentation as required.</li> <li>- Monitors use of support coordination hours and maintains accurate records of hours of support provided to substantiate NDIS claiming.</li> </ul>

System Management	<ul style="list-style-type: none"><li>- Utilises the internal CRM system (MYP Corp) to accurately maintain participant records, service agreements and management of hours.</li></ul>
Participant Experience	<ul style="list-style-type: none"><li>- Delivers exceptional customer service.</li><li>- Maintains a 100% satisfaction rating in participant experience surveys that are conducted bi-annually.</li></ul>