

POSITION DESCRIPTION

POSITION: Support Coordinator
PROGRAM: Centacare FNQ - NDIS
SALARY: Community Services Worker Level 4
REPORTS TO: Support Coordinator Level 5

OUR WAY

OUR VISION

An inclusive and resilient community

OUR PURPOSE

Making a difference together

OUR VALUES

Based on Catholic Social Teaching Principles of Human Dignity, Common Good, Solidarity and Subsidiarity

PRACTICE PRINCIPLES

PLACE
BASED

STRENGTHS
BASED

PERSON-
CENTRED

EVIDENCE
BASED

INNOVATIVE

CONTINUOUSLY
IMPROVING

Centacare FNQ is the social services agency of the Catholic Diocese of Cairns providing services to Cairns and the Far North Queensland region, particularly to people who are vulnerable, disadvantaged or marginalised within our community.

Our Vision aspires to an inclusive and resilient community and is strengthened by our purpose to make a difference in our community together.

Our proven success has been because of our values, services and programs that are provided to clients through the latest research and evidence base. Our skilled team engages in professional supervision to maintain their professional identity, meet organisational requirements, feel supported and valued and engaging in ongoing development.

POSITION SUMMARY

Support Coordinators assist NDIS Participants to build skills required to understand, implement, and utilize their NDIS plans. A Support Coordinator will work directly with NDIS Participants to ensure a mix of supports are used to increase capacity to maintain relationships, manage service delivery tasks, live more independently, and be included in their community. The role of the Support Coordinator is to work alongside NDIS Participants to determine how NDIS funds will be utilized and to connect clients with providers.

DUTIES INCLUDE

In consultation with the Support Coordinator level 5 and Team Leader, the Support Coordinator may undertake a range of activities including but not limited to:

POSITION DESCRIPTION

1. Promote and develop innovative practices, including but not limited to, adherence to the NDIS Practice Framework, and NDIS Operational Guidelines.
2. Update and develop Quality documents relevant to the position and service as required.
3. Ensure that all service delivery activity data for NDIS is entered accurately in the nominated Client Information Management System for the purpose of monitoring, reporting, invoicing and evaluation within agreed timeframes.
4. Update individualised records on the Client Information Management System in accordance with NDIS Operational Guidelines.
5. Provide advice and consultation to NDIS participants and their families about utilizing their NDIS Plans.
6. Support people with a psychosocial disability and their family members (when requested) to facilitate access to and coordinate the services and responses they need.
7. Engage with NDIA regional contacts, including Local Area Coordinators, regarding referrals of participants to the NDIS.
8. Develop strong relationships with service providers, community supports and mainstream services that result in effective interactions and appropriate referral of NDIS participants.
9. Maintain relevant records and compile statistics and other report data clearly and accurately and prepare quarterly and other reports as required.
10. Provide regular feedback to the Team Leader concerning relevant issues, trends, gaps and performance within the program.
11. Participate and contribute to overall Centacare organisational learning, planning, and development.
12. Risk Management Plan to identify all unforeseeable risks.

Undertake other duties as directed by those authorised to give such direction, within the scope of expertise and training.

RESPONSIBILITIES INCLUDE:

1. Establish and contribute to productive working relationships across a number of professional work teams within the program partnership;
2. Participate in line management, professional supervision (*where relevant*) and professional development both internally and externally;
3. Participate in meetings that may include staff forums, staff meetings, working groups, peer supervision, planning and review of service;
4. Comply with Centacare FNQ's Policies and Procedures, including the Workplace, Health and Safety Framework and Guidelines;
5. Contribute to, and be part of, the organisational culture with a focus on Centacare FNQ's Mission and Vision, teamwork, cooperation, client service, quality, safety and confidentiality;
6. Ensure the efficient use and maintenance of employer provided materials and equipment;
7. Maintain a sound level of skill in Microsoft Office and other database management systems;
8. Deliver culturally appropriate services;
9. Contribute towards continuous improvements in the workplace;
10. Promote Centacare FNQ's range of programs;
11. Other duties and responsibilities from time to time that you are competent and trained to do.

POSITION DESCRIPTION

Undertake other duties as directed by those authorised to give such direction, within the scope of expertise and training.

KEY RESULT AREAS

The Support Coordinator is required to demonstrate performance in the following key result areas as part of the annual review process.

1. You have promoted and developed innovative recovery-orientated, strengths based practice, including but not limited to adherence to the NDIS Operational Guidelines.
2. You have provided qualitative and quantitative data for NDIS that demonstrates effective engagement, assessment, referral and transition.
3. You have been compliant with service coordination activity data and reporting and have completed all relevant documentation requirements for each individual NDIS participant.
4. You have strategically strengthened partnerships and built better links between clinical, community and natural support providers.
5. NDIS stakeholders understand key aspects of the NDIS including transition, access, eligibility and assessment, planning and service delivery.
6. Positive feedback is received on the quality of service delivery and communication that is congruent with *Our Way*.
7. Adherence to Centacare's quality system including organisational policies and procedures specific and relevant to the role.
8. Compliance with Work Health and Safety Policy and Procedures and instructions provided in respect to the Health and Safety of yourself and other persons.

SELECTION CRITERIA

1. Tertiary qualifications in Social Work, Disability, Community Services or a related discipline; and/or significant experience relevant to the position.
2. Demonstrated skills and ability in engaging with and understanding the needs of people with a psychosocial disability and their family members.
3. Knowledge of the National Disability Insurance Scheme.
4. Knowledge of, and experience working with external service providers including community based services, health and social service sectors.
5. Demonstrated understanding of recovery-orientated practice within the context of the NDIS.
6. Ability to network and develop effective working relationships, including the ability to work with a diversity of people and within cultural protocols.
7. Ability to prioritise work, manage time and meet deadlines.
8. Extensive experience in all Microsoft Office programs, including Word, Excel, Outlook, data base navigation and data entry.
9. A Current Qld Driver's License.
10. A valid Positive Notice Blue Card and Yellow Card Exemption – No Card, No Start laws apply.
11. A Satisfactory National Police Certificate.
12. May be required to work outside the normal span of hours and travel as required.

SAFEGUARDING STANDARDS

The Roman Catholic Trust Corporation for the Diocese of Cairns trading as Centacare FNQ and has standards of conduct for workers to maintain a safe and healthy environment for children. Our

POSITION DESCRIPTION

commitment to these standards requires that we conduct working with children checks and background referencing for all persons who will engage in direct and regular involvement with children and young people (0- 18 years) and/or vulnerable adults. The organisation is fully committed to child safety and has a zero-tolerance to abuse of children or vulnerable adults.

SIGNATURE

Statements included in this description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive. All staff members are required to carry out all duties in accordance with 'The Centacare Way', policies and work instructions of Centacare, and relevant service agreements and to act at all times with integrity and professionalism.

I note that position descriptions are under periodic review, and may be changed, after consultation, at any time.

Name:

Signature:

Date: