



(Pi) Support Coordinator

Position Description

Dept/Service: (Pi) Support Coordination **Version:** 11.004012
Issued: 12/04/2023

Stage: Issued



Location:

Supporting customers across Central Highlands and Melton area.

Classification:

Social, Community, Home Care & Disability Services Industry Award 2010

Primary Objective:

Pinarc Disability Support provides a broad range of services across the lifespan to individuals and families within the Grampians Region. We strive to make a positive difference in people's lives by providing them with opportunities to maximise their potential.

Underpinning all customer services is an approach to service delivery that is committed to ensuring the customers, their families and carers are at the very centre of decision making in matters related to their support needs and life choices. Our commitment includes supporting and empowering Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as gay lesbian bisexual transgender intersex and queer (asexual/agender or other diverse sexual orientations and genders (LGBTIQA+)). We actively promote the safety of children.

The **specific objectives** of this role are to strengthen participant's ability to connect with, and maintain, supports outlined within their NDIS plan.

Activities include:

- Exploring and linking to supports
- Coordinating a range of supports (funded, mainstream and informal)
- Monitoring participant's NDIS funding
- Ensuring service delivery is of satisfactory quality and resolving points of crisis
- Ensuring participants are well equipped for program and funding reviews

Duties and Responsibilities:

Service Delivery

General

- Manage an allocated case load of customers, as determined by the manager
- Participation in the Support Coordination and Central Intake duty roster
- Understand the different levels of Support Coordination with everyone you support
- Maintain currency of knowledge related to all external guidelines and processes associated with your program area.
- Complete all organisational and program documentation, as required, in accordance with relevant timeframes

Support Coordination

- Manage an allocated case load of customers
- Understand the different levels of Support Coordination with everyone you support
- Maintain currency of knowledge related to all external guidelines and processes associated with your
- program area eg. NDIS and Out of Home Care
- Complete all organisational and program documentation, as required, in accordance with relevant timeframes

Work with customers and families to coordinate their supports in the following way:

Plan Implementation

- Identify and investigate options; funded, mainstream and informal
- Support participants to understand funding flexibility and limitations
- Refer participants to their preferred services
- Obtain agreements established with chosen services

Progress and Monitoring

- Work within the funding levels associated with each customer, by continually tracking and monitoring billable hours
- Management and adjustment of supports due to participant's changing needs
- Help to resolve points of conflict if problems arise
- Support to change services if problems cannot be resolved
- Ensure mainstream services meet their obligations (i.e. housing, education, justice, health)
- Strengthen and enhance the participant's abilities for greater independence to coordinate supports and participate in the community in the longer term

Review & reporting

As per program and/or NDIA requirement;

- Provide written reports, as required, on outcomes, successes and barriers to support participant funding reviews
- Gather and submit reports from relevant funded service providers to support the participant's funding review

Central Intake

- Knowledge of all Pinarc programs and documentation and requirements based on funding types
- Assist customers to understand Pinarc programs available with their allocated funding
- Complete Service agreements or internal referrals based on funding requirements
- Maintain up to date progress notes to assist with daily handover and continuity of intake tasks

On Call Duties- Optional

- Actively participate in a paid after-hours on-call system as rostered, supporting relevant Pinarc programs

Staff Supervision

- Actively participate in regular supervision with the manager

Relationships

- Regular attendance and participation in team meetings and other Pinarc meetings
- Liaise with internal and external stakeholders in relation to service delivery
- Collaborate with other service providers to ensure the needs of the customer are met

Organisational

- Utilise organisational systems provided to support work practices, as required eg. Supportability, Outlook calendar, HR3Kiosk
- Participate in the quality framework and associated activities to continuously improve services
- Be aware of and comply with Occupational Health and Safety systems and processes. Use safe manual handling principles in work undertaken for the role.
- Be aware of and comply with Pinarc policies and procedures available on dKnet
- Recognise and support cultural and spiritual diversity of service users
- Work collaboratively, recognising contributions from all members of the team
- Actively participate in collaborating with the broader organisation
- Maintain confidentiality of information received and given
- Positively represent the full range of Pinarc programs to the broader community

Qualifications:

Completed tertiary qualifications in human services field or equivalent

Experience:

- Previous experience in support coordination / case management
- Previous experience of working in the disability or community sector

Other Requirements:

- Current Victorian Driver's Licence
- NDIS Worker Screening Check (NDIS funded programs/roles) or Police Check (until WWCC renewal due then NDIS Worker Screening check required - NDIS funded programs/roles)
- Victorian Employee WWCC
- COVID-19 Vaccination or Medical Exemption
- Satisfactory completion of the NDIS Worker Orientation Module

Key Selection Criteria:

Demonstrated experience in the following;

- Support coordination and/or case management
- NDIS processes and ability to support families to understand their NDIS plan and negotiate service agreements
- Working in the disability or community sector implementing and monitoring individualised plans
- Excellent written and verbal communication skills, including proficiency with current software
- Client management systems, and competence in using the Microsoft Office suite of software
- Work with a number of internal and external stakeholders
- Attention to detail and ability to work within a fee for service / billable environment
- Actively participate in a culture of collaborative teamwork and organisational engagement
- Managing conflict that may arise with the role
- Recognise, respond and adapt to changing demands in the work environment that impact customers and colleagues
- Health and safety requirements of the role

Reports To:

Deputy CEO

Accountability:

Accountable to the CEO through the Deputy CEO

Extent of Authority:

According to the Delegations of Authority Policy.

Pinarc Disability Support Inc (Victoria) ABN 42 761 925 547

The liability of Pinarc Disability Support Inc ARBN 630 354 826 members is limited

Summary of Specific Responsibilities**Defined in****Responsibility**

Conflict of Interest in Service Delivery : (Pi) Customer Services
CS - Service Access : (Pi) Customer Services

(Pi) Support Coordinator
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Other related Team/Group based responsibilities for **(Pi) Support Coordinator**