Onemda strives to continually develop and support our people. Our Position Descriptions aim to provide purpose and understanding of the impact, importance and expectations that the incumbent contributes to the business.

|  |  |
| --- | --- |
| **OVERVIEW** | |
| Title | Support Coordinator |
| Department | Support Coordination |
| Reports To | Innovation and Planning Manager |
| Location | Doncaster East |
| Award and Classification | Social, Community, Health and Disability Services Award 2010  Social and Community Services Award |
| Date Prepared | March 2019 |

|  |
| --- |
| **PURPOSE** |
| This role is responsible for providing support coordination to people with a disability, their families and communities to enable the individual to pursue their goals whilst coordinating, monitoring and reviewing their NDIS plans. |

|  |  |
| --- | --- |
| **PARAMETERS** | |
| **Key Internal Stakeholders** | Participants, participants’ families, management, support staff, administration and general staff |
| **Key External Stakeholders** | Families and carers, people with a disability, Local Area Coordinators (NDIS), local government, allied partners, schools, work-related bodies, service providers and community groups |

|  |
| --- |
| **QUALIFICATIONS AND REGISTRATIONS** |
| * Relevant tertiary qualification * Current driver licence * Working with Children’s check |

|  |
| --- |
| **KNOWLEDGE AND EXPERIENCE** |
| * Minimum 3 years experience in similar position * Demonstrated understanding of the National Disability Insurance Scheme Act, National Disability Service Standards and other relevant legislation |

|  |
| --- |
| **CORE SKILLS** |
| * Strong analytical and problem solving skills * Excellent organisational and time management skills * Ability to respond to and manage multiple demands * Strong written communication skills to prepare and submit funding applications * Excellent relationship management skills * High level of interpersonal and communication skills (written and verbal), including an ability to represent and negotiate on behalf of the organisation * Ability to work in a team environment and autonomously * Ability to conceptualise new, innovative initiatives aimed at advancing Onemda’s mission and positive outcomes for our customers * Strong computer skills * Demonstrated ability to work with minimal supervision |

|  |
| --- |
| **MUTUAL COMMITMENTS** |
| **Equal Opportunity.** Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.  **Diversity.** Onemda welcomes and embraces diversity through providing safe, positive and nurturing environment which celebrates the rich dimensions and contributions of diversity contained within each individual.  **Safety Screening.** An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.  The safety screening process incorporates the completion of the following:   * Criminal history check (crimcheck.org.au) * Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors) * Disability Worker Exclusion Scheme (DWES) check   **Safeguards**: Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse. |

| **KEY PERFORMANCE AREA** | **ACTIVITIES AND RESPONSIBILITIES** |
| --- | --- |
| **Service Tracking** | * Analyse and monitor delivery of services against NDIS plans * Liaise with NDIA regarding client funding |
| **Service Delivery** | * Provide responsive, individualised services and support for each person and family, consistent with relevant legislation, quality framework and funding guidelines * Promote empowerment, choice, control and community inclusion of people with disabilities and their families * Provide Complex Support Coordination and Higher Intensity Complex Support Coordination as defined by NDIA: “assistance to strengthen participants’ abilities to coordinate support and participate in the community” * Provide person centred and where appropriate family centred support based on developing skills, competencies and resources to enable the participant and their family to promote the participant’s wellbeing and development |
| **Relationship Management** | * Develop and maintain strong relationships with relevant services, groups and sectors * Develop and maintain strong relationships with individuals, families, carers and the community from culturally diverse backgrounds * Continually gather and document relevant information about participants from other services for the development of evidence based reports and updates * Be proactive in promoting the service throughout the region, including schools, ECI services, local government, families, carers and regional networks |
| **General Areas of Responsibility** | * Keep abreast of sector trends and relevant legislation (particularly within the NDIS) * Advocate for the needs of individuals, their families and carers |
| **Culture** | * Consistently live and demonstrate the Onemda Values – leadership, development, respect, welcoming, caring and supportive * Ensure Onemda’s service provision is in accordance with the principals of social justice and with respect for the dignity and human rights of all persons * Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation * Adhere to the principles of The Victorian Charter of Human Rights 2006 |
| **WHS** | * Work in a safe manner and adhere to safety instructions as outlined in the Onemda Association’s Policy and Procedure Manual and Emergency Management Plan * Participate in regular safety checks, including fire drills and contribute to the evaluation and review of such procedures. * Remain competent, physically able and informed in safe manual handling procedures * Use program areas, vehicles, equipment and program materials in a responsible and careful manner. An employee must not intentionally or recklessly interfere with, or abuse anything provided at the workplace |
| **Other Activities** | Other activities and projects as reasonably directed. |