

POSITION DESCRIPTION

Support Coordinator – Disability Services

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the Victorian border.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with those we support and around their needs.

Uniting is a safeguarding organisation, promoting the safety, wellbeing, and inclusion of all people we serve, including children, young people, seniors and people with disability. We are a Child Safe Organisation, promoting the safety, wellbeing, and inclusion of children. We commit to respecting children and take action to keep them safe.

ABOUT THE ROLE

Role Purpose

In this role, you will be responsible for assisting National Disability Insurance Scheme (NDIS) participants to reach their Support Coordination goals.

Support Coordination includes the delivery of capacity building support to participants, plan nominees and their authorised representatives in engaging reasonable and necessary supports, including informal, mainstream, community and monitoring funded NDIS supports, in line with their NDIS Plan.

As the **Support Coordinator**, your role specifically will:

- Explore mainstream, community, advocate, informal and NDIS provider options with participants so they are engaged in the decision making of choices and options available.
- Support participants to establish their MyID account, navigate the NDIS Portal, negotiate services to be provided and support participants to establish service agreements with providers of their choice.
- Negotiate services and prices as part of any quotable supports as decided by the participant.

- Arrange any relevant assessments to determine the nature and type of funding required (e.g. complex home modifications).
 - Liaise with Plan Managers on funding, support types, payments etc. where relevant
 - Link participants to mainstream and/or community services (e.g. housing, education, transport, health) as required.
 - Strengthen and enhance participants capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to;
 - o Resolve problems or issues that arise;
 - o Understand their responsibilities under service agreements;
 - o Change or end a service agreement;
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ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Support Coordination team in the Disability portfolio through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
 - Record 100% of your rostered time and bill 80% of work hours to NDIS client direct work in our client management system.
 - Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the participant at the centre
 - Actively engage and participate in Practice Supervision and the Continuous Conversations Framework and review processes.
 - Act in a manner which upholds and positively reflects the Uniting and NDIS Codes of Conduct and Ethical Behaviour.
 - Contribute to a culture of safety, inclusivity and person-centred approaches.
 - Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
 - Adhere to 'Keep U Safe' health and safety practices, policies, procedures and instructions (written or verbal).
 - Actively contribute to a safe and supportive working environment that is inclusive of all people through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
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ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate:	Communities
You'll report to:	Team Leader - Support Coordination
Work Location(s):	Metropolitan Sydney (or Central Coast as negotiated)
Pay Range / Award:	SCHADS 4
Employment Type:	Permanent (or contract where advertised)
Working Hours:	Up to 38hrs per week
Work Setting(s):	Individual participants homes, community settings and office bases (Campbelltown, North Parramatta, Leichhardt & Gosford) with the option to work flexibly 1-2 days from home as negotiated with your direct supervisor.

Qualified and experienced Support Coordinators may also deliver Level 3 Specialist Support Coordination as required by participant demand and will be remunerated at an above award rate to their L2 base rate for all defined and agreed work.

QUALIFICATIONS & EXPERIENCE

Qualifications:

Diploma or higher tertiary qualification/s in disability /community services / social sciences / allied health. Evidence of your qualification is required.

Experience:

Typically, this role will require 2 or more years' experience in Support Coordination or similar. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will continue to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

The following experience is required:

- Knowledge of the NDIS Code of Conduct
- Knowledge of the NDIS Practice Standards and the NDIS Act 2013 and rules
- Sound understanding of the complex needs of people with disability and their families/nominees/authorised representatives.
- Experience of effective and contemporary disability support models.
- Experience in developing and implementing person-centred approaches that support people to build their capacity for choice and control over their own lives
- Proven ability to establish active partnerships and achieve common desired outcomes with communities and other organisations.
- Proficient in the use of Microsoft Office and client database systems.
- Excellent report writing, time management and record-keeping skills.

The following experience is desirable:

- Fluency in a language other than English.
- Experience in working with First Nations communities and people from culturally and linguistically diverse backgrounds.

Mandatory prerequisite to employment requirements:

- Current driver's licence and willingness to use own or private vehicle (with relevant insurances) for work-related travel.
 - NSW Working with Children Check (Service NSW)
 - NDIS Worker Screening Check (Service NSW)
 - NDIS Worker Orientation Module
 - National Criminal Record Check
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NDIS WORKFORCE CAPABILITY FRAMEWORK

The below NDIS workforce capabilities are expected of all Uniting Support Coordinators supporting participants funded by the NDIS. For more information about these capabilities, please visit [the NDIS Workforce Capability Framework](#).

Support Coordinators are to:

Relationships

- Uphold participants' rights: Understand and respect the rights of the participant. Speak up and support the participant if those rights are not respected.
- Communicate effectively: Support participants to express themselves and adjust your communication style to suit their needs and preferences.

- Build trusted relationships: Develop and maintain professional relationships with the participants' and others present in their lives (friends, family, etc.), based on mutual trust and respect.
- Work collaboratively: Recognise the roles and expertise of each person in the participant's support team and work with them to provide support.

Impact

- Show self-awareness: Think about how your actions impact on the quality of support you provide, seek feedback, and keep improving your practice.
- Work within your capabilities: Know your role and responsibilities, and when to seek support from others to develop your capabilities.
- Look after yourself: Take care of yourself and manage your wellbeing.

Supporting Participants

- Understand what a good life means to the participant: Find out what a good life means to participants' without imposing your own assumptions.
- Support participants to make their own choices: Support participants to understand, explore and think creatively about their options, and uphold their decisions.
- Build the capacity of the participants' you work with: Understand how the person you are supporting would like to participate in society and support them to build their knowledge and connections so they can live the life they want.

Be Present

- Observe and respond flexibly to the changing needs of participants': Be present, pay attention to how the needs of participants may change, and respond accordingly.
- Manage health and safety: Support participants to look after their health. Take action and manage any health and safety risks to them or yourself.
- Engage and motivate participants': Support participants to build on their strengths and engage them in meaningful ways.

Check In

- Review quality of support and service: Work with participants to make sure services and supports are enabling them to live the life they want and support them to make changes when needed.
- Support participants to speak up: Build understanding and confidence of participants to exercise their rights and support them to provide feedback and to raise any concerns, complaints or incidents.

Additional Capabilities

- **Be responsive to participants' Aboriginal and/or Torres Strait Islander identity;** Understand and respond to participants' desired connection to culture, country and community. Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants', such as acknowledging the role participants' want their family and community to play in their life and decisions.
- **Be responsive to participants' culturally and linguistically diverse identity;** Understand and respond to participants' desired connection to their culture, community, and language. Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants', such as being sensitive about when/how to use interpreters and respecting cultural norms and practices.
- **Be responsive to participants' LGBTIQ+ identity;** Understand participants' rights, the importance and impact of inclusive language, and respond to participants' lived experience of sexual orientation, gender identity and/or gender expression. Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants to foster a sense of belonging and participation.

- **Work with participants to explore and coordinate their supports** Support participants to understand their plan and access and coordinate the supports participants' need. Think creatively when supporting participants to explore innovative solutions, manage complexity and ambiguity, and negotiate with multiple providers and systems to put solutions in place.
- **Work with participants to explore and establish living arrangements that suit them** Support participants to explore and establish the type of home, living arrangements and related supports that work for participants. Think creatively when supporting participants to explore their options, manage their living arrangements, and negotiate with mainstream and specialist housing providers and markets to deliver solutions that meet their needs and preferences.
- **Work with participants to develop health and allied health support plans;** Understand participants' needs and what is important to them and work with participants to develop their health and allied health support plans in ways that fit with their goals and how participants choose to live their life.
- **Support participants to implement health and allied health support plans;** Work with participants' and their health or allied health practitioner to ensure participants' have access to the health, allied health and mental healthcare they need, and that participants' can put their health and allied health support plans into practice. Understand when and how to seek input or advice.
- **Support children who are NDIS participants' and their families;** Understand participants' needs and apply principles of family-centred practice when working with participants' and their family to provide the support participants' need.
- **Support participants with their psychosocial disability;** Understand how participants' psychosocial disability can influence their capacity, confidence, relationships and circumstances. Work with participants in ways that support participants to lead the life they want. Apply principles of recovery-oriented and trauma-informed practice when supporting participants to meet their needs.
- **Support participants with their experience of trauma;** Understand how participants' experience of trauma influences their capacity, confidence, relationships, circumstances and sense of safety, and respond appropriately. Support participants to use their strengths, build their confidence, and put their chosen coping strategies into practice.
- **Support participants with their complex, challenging or changing social circumstances;** Understand the impact of interacting with multiple systems and supports, changing circumstances and potential barriers to accessing supports. Be aware of your personal assumptions and biases and work with participants' and others to negotiate solutions and support participants' strengths, capacity and circumstances.