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## **SUPPORT COORDINATOR - POSITION DESCRIPTION**

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### **My Ability Pathway (MAP)**

#### Mission Statement

My Ability Pathway is committed to building connections, resilience and skills that create strong positive relationships.

Our mission is to support people with a disability to live a fulfilling life.

#### Vision

We believe passionately in the power of a connected community and that everyone has a right to live an enriched life.

Our vision is a place where everyone is engaged with something they love doing.

*There are two questions we will continually ask people, to hold us accountable to our mission and vision.*

- |   |        |
|---|--------|
| 1. Is your life fulfilling?                     | Yes/No |
| 2. Are you engaged in something you love doing? | Yes/No |

#### Values

Helpful

Active

Connected

Adaptive

Supportive

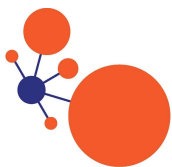
#### Objectives

To empower people to use choice and control in pursuing their goals.

To offer a range of high-quality services with real-life benefits and easy access.

To develop a sense of mastery over life's circumstances

**People are, and always will be, our priority.**



### **About the NDIS**

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The purpose of the National Disability Insurance Agency (NDIA) is to implement the National Disability Insurance Scheme (NDIS) which will support a better life for hundreds of thousands of Australians with a significant and permanent disability. The NDIA will also provide great benefit to the families and carers of Australians living with a disability. The NDIS is designed to enhance the quality of life and increase economic and social participation for people with disability and will mean peace of mind for every Australian, for anyone who has, or might acquire, a disability.

### **Role Overview**

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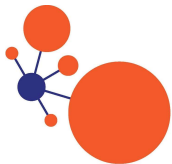
A Support Coordinator (SC) is appointed by the participant who has an NDIS plan. The SC is responsible for working with the participant to connect with support services in line with their NDIS plan. These connections will enhance opportunities to pursue existing goals which are appropriate to their age, gender, culture and religion and build the person's capacity to achieve greater independence to self-direct their own services in the longer term.

### **Job Description and Key Responsibilities**

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#### **Responsibilities, Skills and Experience**

- Understanding of strengths based, person centred planning.
- Commitment to providing a client focused service in a timely, consistent, co-ordinated and flexible manner.
- Qualifications in education, allied health, community or welfare sector.
- Experience within and understanding of education, employment, clinical/health and/or welfare services and support systems.
- Assisting the participant to connect with supports, build capacity and resilience.
- Understanding of the NDIS and how participants with complex needs are managed in the NDIS planning framework.
- Experience working with people with a disability and their families during critical periods of their life.

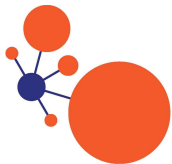


## MY ABILITY PATHWAY

- Demonstrated experience in developing, interpreting and implementing individual plans.
- An understanding of mental health issues and / or experience working with people with severe mental illnesses and complex needs and their families.
- Strong communication, written and negotiation skills.
- Experience in analysing and formulating client assessments and plans.
- Demonstrated ability to exercise initiative and work unsupervised as well as within a team environment.
- Ability to work with a variety of stakeholders including clients, carers, GPs and Clinical and Community Support organisations.
- Willingness and ability to travel as part of the role.
- National Police Clearance dated within 6 months or willingness to obtain.
- Working with Children Check.
- Current drivers' licence & reliable vehicle.
- Demonstrated high level of problem-solving skills.
- Knowledge of appropriate current outcome-based assessment tools.
- Demonstrated knowledge of ongoing issues that living with a disability presents at various life stages.

### **Customer Relationships**

- Prepare Support Coordination Plans for participants.
- Be responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis.
- Develop a trusted relationship with key accounts, customer stakeholders and participants.
- Enhance our reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to participants plans.
- Share responsibility for onboarding and integrating new clients and developing existing client relationships.



### Program Management

- Manage relationships with service providers and participants, ensuring that all items are invoiced and paid on time.
- Implement company policies, strategies and procedures.

### Reporting

- Ensure the timely and successful delivery of our Support Coordination services according to participant needs and goals.
- Communicate clearly the progress of monthly initiatives.
- Monitor and analyse participant's usage their plans.
- Prepare reports ensuring all documentation and reports are delivered on time every time.

### Marketing

- Implement all marketing and branding operations according to future growth goals of the Support Coordination program.
- Keep abreast with organisational changes and business developments within the NDIS landscape and be responsive to changing participant needs.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations and communicating that knowledge across our network

### Mandatory Requirements/Qualifications

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- Current DHS Working with Children Clearance (or NDIS Clearance).
- National Criminal History Check.
- First Aid Certificate including CPR.
- Full Driver's License.

### Experience

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**Essential:** Previous experience in the disability sector



## **Core selection criteria**

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**Values alignment:** ability to demonstrate and authentically promote My Ability Pathway values.

**Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.

**Achieves results:** Focused on optimal outcomes for clients.

**Professionalism:** Executes day-to-day activities in a positive, friendly, and enthusiastic manner.

**Culturally Aware:** Values diversity as a strength and positively utilises diversity.

**Client Focused:** Prioritises needs of clients.

**Leadership:** Gives frequent and constructive feedback and displays personal commitment to developing others.

**Communication:** Well developed communication and interpersonal skills.

## **Accountability and Reporting**

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The Support Coordinator will report directly to the SC Mentor, General Manager, and the Director as requested. The Service Coordinator will be accountable for the duties and responsibilities of their role and for building the positive reputation of My Ability Pathway.

*This position description is subject to review and may change in accordance with My AbilityPathway operational, service and customer requirements.*

## **Terms and Conditions of Employment**

- The Support Coordinator employment terms conditions are negotiable.
- Work hours are flexible based on case load with working from home options negotiable.



**I acknowledge that I have read and understand the above job description in its entirety and can perform all the stated requirements.**

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Employer (or on behalf of) name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date