

## POSITION DESCRIPTION

**POSITION TITLE:** Co-ordinator Support coordination  
**BUSINESS UNIT:** Community Connection  
**LOCATION:** 50 Rae Street  
**INCUMBENT:**  
**REPORTS TO:** CEO  
**DATE COMPLETED:** September 2020

### PRIMARY PURPOSE

The primary purpose of this role is to support individuals to impliment their NDIS plan. All coordinators have a role in supporting, mentoring direct support staff and coordinating and supporting the day to day business and program areas of the *Community Connection* business unit; to ensure the provision of high quality, responsive, individualised and supportive business and program activities and services; to ensure contractual compliance with the requirements of relevant funding bodies (eg: DHHS & NDIS ); and to ensure appropriate mangement and reporting for all clients and employees.

### REPORTING RELATIONSHIPS

Report to: CEO & Manager Quality & Safety & Manager Corporate Services  
Peer to: Coordinator – Community Connections  
Coordinator – Zen House  
Coordinator – In –Home & Community Support  
Coordinator – Food –A -Roma  
Coordinator – Jiffy  
Coordinator – Studio 92  
Coordinator - Corporate Services  
Quality & Safety Officer

Subordinate positions: Disability Support Worker(s) & Personal Care Attendants

Business unit structure: as per SkillsConnection organisation chart

KEY RESULT AREA	ACCOUNTABILITY	KEY PERFORMANCE INDICATORS
OH&S	Ensure a safe working environment	<p><b>Co-ordinate and monitor safety performance by:</b></p> <ul style="list-style-type: none"> <li>• Complying with all legal, regulatory and SkillsConnection responsibilities and procedures.</li> <li>• Actively participating in staff safety training sessions and staff meetings.</li> <li>• Reporting all OH&amp;S issues in a timely manner.</li> <li>• Demonstrating personal commitment to safety.</li> </ul>
Leadership	Ensure consistent staff performance	<p><b>Co-ordinate and monitor staff performance by:</b></p> <ul style="list-style-type: none"> <li>• Providing clear and timely direction and support to staff.</li> <li>• Building and maintaining effective teamwork between staff.</li> <li>• Setting a personal example of taking personal responsibility for the actions of the team and appropriately recognising individual contributions.</li> </ul>
Program Delivery	Ensure consistent standard of work	<p><b>Co-ordinate and monitor program delivery by:</b></p> <ul style="list-style-type: none"> <li>• Delivering high quality services.</li> <li>• Ensuring compliance with the ndis quality &amp; safeguards standards and all legislation e.g charter of human rights and ndis principles and business rules</li> <li>• Regularly review of Support coordination rules</li> <li>• Producing monthly activity reports.</li> </ul>
Quality	Maintain standards and promote improvement	<p><b>Co-ordinate and monitor work standards by:</b></p> <ul style="list-style-type: none"> <li>• Applying SkillsConnection Vision, Mission, Code of Conduct policies and procedures relevant to Community Connections.</li> <li>• Seeking and acting on feedback on service provision.</li> <li>• Identifying and implementing opportunities for improvement.</li> <li>• Conduct annual customer and client surveys.</li> <li>• Participate in both internal and external quality audits of service.</li> <li>• Input into development and review of continuous improvement plan.</li> <li>• Participating in group development activities.</li> </ul>
Communication	Contribute and share information	<p><b>Co-ordinate and monitor productive communication by:</b></p> <ul style="list-style-type: none"> <li>• Maintaining proactive and regular communication with managers and staff across the SkillsConnection team.</li> <li>• Maintaining appropriate contact with organisational clients, contractors and suppliers.</li> <li>• Establishing and maintaining networks with relevant peers.</li> </ul>

<b>SKILLSCONNECTION CODE OF CONDUCT</b>	
<b>KEY BEHAVIOURS</b>	<b>KEY BEHAVIOURAL INDICATORS</b>
We will abide by the NDIS Code of Conduct	<ul style="list-style-type: none"> <li>• Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.</li> <li>• Respect the privacy of people with disability.</li> <li>• Provide supports and services in a safe and competent manner with care and skill.</li> <li>• Act with integrity, honesty and transparency.</li> <li>• Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.</li> <li>• Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of people with disability.</li> <li>• Take all reasonable steps to prevent and respond to sexual misconduct.</li> </ul>
We treat people with respect	<ul style="list-style-type: none"> <li>• Maintaining a safe and fair work environment.</li> <li>• Treating everyone with respect, regardless of their role or individual differences.</li> <li>• Valuing our colleagues and their personal commitment to delivering quality outcomes.</li> <li>• Encouraging co-operation and personal development in all who work with us.</li> <li>• Understanding and responding to the needs of our clients and other stakeholders.</li> </ul>
We are honest and transparent in all we do	<ul style="list-style-type: none"> <li>• Being open and fair.</li> <li>• Refusing to participate in misleading or deceptive practices.</li> <li>• Avoiding conflicts between our work for SkillsConnection and our other interests.</li> <li>• Refusing any inducement for preferential treatment.</li> </ul>
We are accountable for all our actions and their consequences	<ul style="list-style-type: none"> <li>• Taking personal responsibility for what we do.</li> <li>• Setting a personal example of accountability and pro-actively assisting others to do the same.</li> </ul>
We use our resources safely and responsibly	<ul style="list-style-type: none"> <li>• Using SkillsConnection's property and resources only as authorised.</li> <li>• Complying with safe operating procedures at all times.</li> <li>• Setting a personal example of safe behaviour and pro-actively assisting others to do the same.</li> <li>• Not disclosing confidential information without authorisation.</li> </ul>
We abide by the law and act accordingly	<ul style="list-style-type: none"> <li>• Ensuring compliance with law, custom and business practice wherever we operate, without compromising our code of conduct.</li> <li>• Reporting immediately any known breach of law, custom or business practice.</li> </ul>
We recognise the diversity, capability and potential of our community	<ul style="list-style-type: none"> <li>• Acknowledging individual needs and aspirations</li> <li>• Working to facilitate achievement of potential.</li> <li>• Providing an inclusive, non-discriminatory environment.</li> </ul>

## CORE TASKS

### **With the support and direction of the CEO and Management Team ...**

All coordinators have the responsibility to participate in a rotating on – call system.

All Coordinators may be requested to coordinate special projects. This will be done following a conversation regarding agreed time allocation and specific responsibilities for each project.

All coordinators are responsible to mentor, educate, support and encourage all direct support staff.

All coordinators are responsible to ensure all direct support staff act in a manner and that all service delivery is conducted to a high standard and all activities reflect SkillsConnections vision, mission, Policies and Procedures, Code of conduct and all legislative, service agreement and industry standards and criteria.

#### • **Client support:**

- Ensure all support given reflects The NDIS Quality & Safeguards standards and all legislation e.g Charter of Human Rights and NDIS principles and Business rules.
- That Service is individualised and supports each persons goals and individual needs.
- Provide encouragement, support and opportunity for clients to participate within the community.
- Provide orientation to new Clients
- Assist clients with personal hygiene.
- Personal support to ensure clients' participation within programs and the community.
- Participate and encourage clients to try new experiences.
- Empower and support people in a dignified and least restrictive manner.

#### • **Client Documentaation:**

- Review and maintain all documentation for PCP process.
- Liase with families and carers .
- Ensure client files both hard and electronic copies are regularly updated.
- Liases with Quality and Safety Manager.
- Review individual needs / Goals in client PCP and ensure they are reflected accurately in client profiles, program notes and that strategies reflect individual goals and identified support requirements.
- Review client individual risk assessment.
- Review client individual assessment of skills and support needs.
- Complete daily program notes and behaviour management documentation.
- Ensure communication books, diaries and log books completed.
- Complete client sessional attendance records.
- Supervise, administer and record client medication.
- Participate in the development of, implementation and review of behaviour management plans
- Complete all responsibilities and documentation as per Community Connection policis and procedures for access, planning inclusive of but not limited too:
  - PCP
  - Individual plan inclusive of agreed goals and strategies
  - Client profile
  - Individual risk assessment
  - Statement of service and cost
  - Individual time table
  - Client orientation check list
- Develop initial new client program file containing all documentation as per Community Connection procedure and as per client checklist for auditing requirements

- Program documentation and reporting:
- Complete incident reporting both internally and externally for both staff and participants.
- Complete and act on SkillsConnection incident reports for employee injury /property.
- Participate in review of all Community Connection programs :
  - Plans.
  - Program risk assessments.
  - Equipment and resources required.
- Review incident reports and PCP documentation completed by Disability Support Workers.
- Ensure accurate reporting and meet required timelines for all NDIS Commissioner reporting.
- **Coordination documentation and reporting:**
  - Prepare monthly report to manager responsive to specific coordination role responsibilities, staff supervision, and progression of reportable requirements included in your position yearly calendar (Report template provided.)
  - Participate in review of client placement, program plans, service delivery timetables and transport timetables.
  - Document Bi-monthly 1:1 supervision of identified mentoring staff in preparation for career development and performance management.
  - Document individual staff highlights or areas that require improvement, noticed or reported to you in their staff file for the nominated coordinator to follow up with at monthly supervision meetings. Also note action taken if it had to be addressed by you at the time reported.
  - Prepare a brief monthly overview of role for newsletter.
  - Participate in monthly quality and safety meetings
- **Training:**
  - Participate in personal development and maintain knowledge of industry changes to a high standard.
  - Participate in planning and implementation of staff training, mentoring, Bi -monthly 1:1 supervision, career development and performance management for identified staff.
- **Service delivery:**
  - Maintain high quality day-to-day service delivery.
  - Support, lead and supervise staff in day-to-day service delivery.
  - Investigate community and generic services as programs for clients to participate in design program plan and risk assessment present to CEO for approval
  - Monitor staff – client ratio and organise backfill
  - Liaise with peer coordinators to ensure shared client information and quality of service delivery
  - Develop and monitor staffing roster – group activities, 1:1 supports within day program.
  - Develop and monitor time tables inclusive of transport timetables, lunch coverage.
  - Develop and monitor program folders to include program plans, risk assessments and resources.
  - Develop and monitor client attendance and fees and report via monthly report to manager and provide attendance to finance department monthly.
  - Develop and monitor data base for clients BSP and PCP review dates.
  - Monitor and respond to client/family/carers complaints and report to manager quality & safety via monthly report.
  - In consultation with CEO to gain approval for marketing materials for Community Connections programs
- **Staff – leadership / mentoring:**
  - Monitor Bi -monthly 1:1 staff supervisor process (documented) with direct support staff to enable completion of staff performance reviews.
  - Promote and ensure a positive and safe workplace.
  - Maintain a high standard of day-to-day service delivery and time management.
  - Supervise, direct and support disability support staff, volunteers and students as required to ensure high quality service delivery.

- Participate in staff recruitment
- Orientation of new staff.
- Educate, monitor and support all staff and volunteers to perform their duties in a manner that reflects SkillsConnection's vision, mission, code of conduct, policies and procedures and all relevant legislation and funding requirements.
- Support and encourage staff to present new program initiatives, review new program plans, risk assessments and costings and present (where applicable) as part of monthly reporting to manager.
- Participate in, implement and monitor SkillsConnection performance review and career development for all staff.
- Provide debriefing sessions following incidents in the workplace.
- Ensure staff have sound knowledge of accountabilities and role responsibilities.
- Ensure all staff have a sound knowledge of organisation vision, mission, code of conduct, policies and procedures and all relevant legislation and funding requirements.
- **Planning:**
  - Participate in development and implementation of business plan for SkillsConnection.
  - Participate in the development of Community Connection business plan.
  - Participate in the development and review program information and brochures pertaining to Community Connection for clients, carers and families and marketing.
- **Finance:**
  - Participate in the review and monitor of all program costs for Community Connection.
- **Quality:**
  - Participate / support implementation of annual staff/client/customer service satisfaction survey's.
  - Participate in internal / external annual audit against The NDIS Quality & Safeguards Standards.
  - Assist in the development of and implementation of Community Connection annual continuous improvement plan.
  - Participate in the annual reporting / evaluation of annual continuous improvement plan.
  - Participate in annual review or as per required all workplace procedures.
  - Receive, act and document and report (Community Connection complaints form) on any concern / issue or formal complaint raised by client/family/carer/staff member/stakeholder and provide completed documentation to Manager Quality & Safety.
  - Conduct annual client/carer service satisfactory survey and compile results.
  - Implement and monitor continuous improvement plan and report to manager quality & safety via monthly reporting process.
  - Initiate, monitor and document team meeting inclusive of minutes and action statements.
- **Safety:**
  - To role model safe work practices at all times.
  - Provide education and information with regard to safety to all clients, staff and volunteers.
  - Monitor and report all safety concerns.
  - Manage all maintenance for property, vehicles and equipment for your site.
  - Conduct and document monthly fire evacuations.
- **Responsibilities specific to Support coordination role:**
  - To provide coordination of supports, life stages and transition support as per NDIS guidelines for participants who engage our service
  - Have strong knowledge of the NDIS rules, pricing, clusters and other information critical to ensuring that the service operates within the statutory guidelines.
  - Set up procedural information, monitoring tools and recording mechanisms that document the operational activities of the service
  - To contribute and provide ongoing provision of information and referral relating to the individuals plan.
  - Develop resources that will provide opportunities for participants to be best informed when making decisions.

- To prepare written reports and statistical data collection as required.
- To implement the National Disability Insurance Scheme requirements
- Maintain a strong knowledge of disability specific services, generic services and community options for clients to access.
- Liase with client/family/carers/ other agencies and services to create an agreed holistic plan for client.
- Investigate community and generic services as alternatives for the clients participation to design a high quality inclusive plan responding to the clients individual goals and support requirements.
- Liase with client/family/carers to document, obtain sign off and finalise all initial assessments, agreed goals and support requirements and costs.
- Provide reception lunch coverage 2 days per week.

## POSITION PARAMETERS

### KNOWLEDGE

- Demonstrate knowledge of OH&S legislation, requirements and procedures.
- Understanding of requirements, procedures and case management related to disability programs and clients.
- Positive and contemporary attitude to people with disabilities, their families/carers.
- Understanding of issues for people with disabilities, families and carers.
- Demonstrated high level skills and experience in working in an inclusive and engaging environment and an ability to work in a professional manner, eg non-judgemental and non-directive.
- Demonstrated sound interpersonal skills and well developed written, verbal communication and negotiation skills.
- Ability to work cross-culturally and an understanding of the issues impacting upon people with disabilities of a culturally and linguistically diverse background.
- Organisational skills, including the ability to work independently and meet deadlines.
- Expertise in using Windows based computer software, email and Internet.
- Maintain comprehensive records in accordance with Privacy Act and other relevant legislation and develop prepared reports at regular intervals for presentation to Board of Management, Funding Bodies and other relevant statutory bodies
- Attend meetings as requested by Board of Management
- Actively promote the service and it's activities in a positive and professional manner
- Sound understanding of confidentiality requirements.
- Demonstrated strong knowledge and understanding of NDIS Quality & Safeguards Standards and all associated legislation.
- Understanding of requirements of relevant funding bodies (eg:NDIS, DSS, DHHS and TAC).
- Demonstrated strong knowledge and understanding of National Disability Insurance Scheme (NDIS) and National Disability Insurance Agency (NDIA)

### SKILLS

- Strong leadership and communication skills.
- High level of skill in leading and managing teams.
- Ability to manage and co-ordinate diverse individuals in a challenging environment.
- Well developed written, verbal and interpersonal skills.
- Ability to interact with people at all levels.
- Ability to conceive, develop and act on business and employment opportunities.
- Well developed organisational and time management skills.



- Analytical and problem solving skills.
- Attention to detail and accuracy.
- Computer skills and proficiency in Microsoft applications.

#### **EXPERIENCE**

- Minimum of 5 years experience in a supervisory / leadership position.
- Policy and procedures development and implementation.
- Budget planning and monitoring.
- Quality improvement systems development.

#### **LICENCES & QUALIFICATIONS**

- Certificate IV in Community Services – Disability.
- Certificate IV in Workplace Assessment & Training [ desirable].
- Frontline Management training.
- Current Victorian driver's licence essential.
- Current level 2 First Aid essential.

#### **OTHER**

- Professional, independent and highly motivated.
- Consultative, responsive and results-oriented with a sense of urgency.
- Sound business focus, particularly the capacity to balance individual needs with business needs.
- Capacity to handle ambiguity and effectively balance competing, and often contradictory, requirements and/or demands.
- Adaptable, flexible and intuitive.
- Team focused and a team player.
- Inclusive and welcoming of diversity.
- Ability to manage a positive work / personal life balance and manage personal emotions.