



HR: Manager, Support Coordination

Position Description

Position Title	Manager, Support Coordination
Responsible To	General Manager, People and Culture
Classification	SCHADS 5
Date Last Updated	24 November 2020

Overview of Lighthouse Disability

Lighthouse Disability is a support service for people with diverse and complex disabilities. Our work is shaped by the *Lighthouse Disability Framework for Positive Living* which is based on the Objects of the Lighthouse Disability Constitution, which in turn are derived from the Objects of the National Disability Insurance Scheme Act (2013).

In particular, we are committed to developing and continuing to build an organisational culture that promotes customer choice and control, and the wellbeing and safety of our customers and our staff. How we work is important, and this contributes to the development of our authority in the disability sector in which we work.

We take pride in recruiting people who have values that are consistent with the principles outlined in the Framework, who are keen to learn, and able and willing to work as a member of a team. Staff are valued and we expect active and innovative contributions to positive customer outcomes and to our workplace.

As a not for profit company, Lighthouse Disability operates as a customer orientated business in the competitive NDIS environment.

Summary of Role Manager, Support Coordination

The Manager, Support Coordination will lead a small team of Support Coordinators and work with clients and families who request Support Coordination services. The Manager, Support Coordination will be accountable for the management of the team workload, budget and client outcomes.

Organisational Relationships

The Manager, Support Coordination will report to the General Manager, People and Culture to address practice, budget and strategic issues as they relate to the Support Coordination service. The Manager, Support Coordination will also liaise/collaborate with Service Delivery staff in the interests of maximizing funding to address client needs.

Key Result Areas

KEY RESULT AREA 1

Support Coordinators are supported to provide quality services that are consistent with the NDIS Practice Standards.

Key Performance Indicators

- Practice is compliant with NDIS Standards of Practice
- Support Coordinators have an ongoing development program and performance appraisal process
- Ethical issues are identified and addressed - including the documentation of possible areas of conflict of interest (and how they have been addressed)
- Client records are up to date, appropriate and demonstrate accountability
- Monitoring of the Support Coordination Program is undertaken to ensure alignment with allocated NDIS funding.



KEY RESULT AREA 2

Clients/families are engaged to discuss the component parts of the NDIS plan.

Key Performance Indicators

- Communication processes are effective with a range of different people, and in particular, those who may be very anxious about change
- Liaison with Lighthouse Disability staff and other NDIS providers to gain a comprehensive understanding of client needs with regard to formalizing a plan (with appropriate permissions)
- Liaison/collaboration between the client/family, NDIS and other providers re clarification concerning the plan
- Knowledge of NDIA principles and funding processes to inform the development and implementation of the NDIS plan.
- Knowledge of NDIS price guide and the implications for funding allocated to the client in the NDIS Plan
- Allocated Support Coordinator time is used to realise the best possible outcomes for clients.

KEY RESULT AREA 3

Clients are linked to appropriate services of their choice consistent with the funding allocation.

Key Performance Indicators

- Knowledge of mainstream and specialised services most able to address client needs and which enable clients to have a choice.
- NDIS plans and funding allocations are interpreted to establish whether funding is adequate
- Additional funds are sought where the funding is inadequate or there is a change of circumstance
- The NDIS portal is used to assist the client/family to make service bookings
- Families are assisted to develop a service agreement with each service.

KEY RESULT AREA 4

Accurate records are kept to ensure accountability and inform the next NDIS plan regarding client progress re goals, access to funded services, and time spent working for each client (for charging purposes).

Key Performance Indicators

- Appropriate systems are developed, maintained and reviewed for recording and reporting purposes – and can be used for NDIS audit purposes
- Information is shared with the client/family – and other providers as agreed by clients/families.

KEY RESULT AREA 5

An extensive network of credible service providers is developed and maintained.

Key Performance Indicators

- An extensive range of providers who can offer appropriate services to Lighthouse Disability clients, taking into account cost and accessibility
- Assessments about which providers operate on a value base compatible with that of Lighthouse Disability.





KEY RESULT AREA 6

The Support Coordinator models ethical practice.

Key Performance Indicators

- Complexities of the role are understood and managed
- Mitigates any perceived or real conflict of interest
- Feedback is provided to any service provider which is not appropriately addressing client needs
- Information is provided to the General Manager, People and Culture if, after reasonable efforts to address service delivery issues, problems are unresolved.
- Practice issues are shared with the Manager, Support Coordination in the interests of improved practice, and compliance with NDIS Practice Standards.

Job Competencies: Skills, Experience and Knowledge

Essential Minimum Requirements

- A minimum of two years working in the disability sector
- Qualification in Social Work (or other acceptable qualification)
- Credible experience of working as a Support Coordinator
- Knowledge and experience of managing significant change with individuals and families
- Ability to work in an inclusive and respectful way with people who have complex and diverse needs and their families
- Knowledge and experience of effectively leading a team and with working with complex systems
- Ability to provide feedback to providers if client outcomes are not being realised
- Ability to communicate verbally and in writing
- Knowledge and ability to develop and maintain excellent client records regarding client attainment of goals and charge rate purposes.

Desirable requirements

- Knowledge of disability
- Knowledge of NDIS philosophy, systems and processes
- Ability to support people using a person centred approach.

Personal Attributes

- Confident and resilient in challenging situations and will seek assistance as required
- Ability to take a problem solving approach when there are issues
- Approach work with enthusiasm, flexibility and commitment.

Special Conditions

- Will need DHS Disability Services Employment clearance
- Will need a pre-employment functional medical assessment with satisfactory outcome
- Will need a current South Australian driver's license.



Work Health and Safety

Maintains a healthy and safe workplace by:

- Taking reasonable care to protect own safety and that of others whilst at work
- Adhering to WHS legislation, policies and procedures
- Obeying any reasonable instruction from Lighthouse Disability management in regard to health and safety
- Using and maintaining equipment provided for health or safety purposes
- Not being affected by consumption of alcohol or other drugs
- Reporting any identified unsafe conditions, risks, hazards as soon as possible (within 24 hours of an incident)
- Adhering to Lighthouse Disability's manual handling plans
- Actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programmes.

Organisational Requirements

- Work in a manner that is consistent with Lighthouse Disability's values
- An ability to record and maintain accurate non-judgemental information.

Print name	Sign name
Your signature acknowledges that you have read and understood this document.	Date / /