



HR: Support Coordinator

Position Description

Position Title	Support Coordinator
Responsible To	Principal Support Coordinator
Classification	SCHADS 4
Date Last Updated	11 th August 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

The Support Coordinator will work with clients and families who request Support Coordination services to assist them to implement all supports in the NDIS plan including informal, mainstream, community and funded supports as well as work with the client and family to prepare new plans as required.

ORGANISATIONAL RELATIONSHIPS

The Support Coordinator will report to the Principal Support Coordinator and with the client/family's permission, engage with Lighthouse Disability staff to seek and give information in the interests of maximising NDIS funding in relation to specified goals.

Key Result Areas

KEY RESULT AREA 1

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 formalising a plan (with appropriate consent)
- 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 2

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 3

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
- Work is conducted in line with allocation of support coordination funds per the client's NDIS Plan.

KEY RESULT AREA 4

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 5

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 General Manager People and Culture if, after reasonable efforts to address service delivery issues, problems are unresolved.
- Practice issues are shared with the Principal Support Coordinator 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' experience of working in the disability sector
- Ability to work in an inclusive and respectful way with people who have complex and diverse needs and their families
- Knowledge and experience of working effectively in teams and with complex systems
- Knowledge of and 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

- Qualification in Social Work (or allied health qualification) with at least two years' experience (or if less experience, will work under the supervision of a Social Worker with the required experience)
- 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 / /