

Support Coordinator – Individualised Services

TEAM:	Individualised Services
LOCATION:	Perth
REPORTING LEADER:	<i>Executive Individualised Services</i>

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue.

Our Purpose is to help people see possibilities .

Our Mission is to improve our communitys mental health and wellbeing

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The National Disability Insurance Scheme (NDIS) supports people with a permanent and significant disability that affects their ability to take part in everyday activities and gives people more choice and control over how, when and where those supports are provided.

The Support Coordinator – Individualised Services will be responsible for establishing a positive collaborative relationship with participants and their support network, while ensuring the implementation of their plans and supporting participants to identify and connect with supports in their local communities, build skills, overcome barriers, and achieve their goals.

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PRIMARY DUTIES AND RESPONSIBILITIES

1. Responsibilities

- Play an active role in supporting NDIS participants to build capacity to coordinate their NDIS plans, negotiate and connect clients to appropriate support and services;
- Use initiative to identify, or predict an issue that may arise and assess or think through resolution options using sound problem solving skills;
- Actively maintain professional knowledge in the areas of disability, working within the National Disability Insurance (NDIS) guidelines and community inclusion.
- Identify, coordinate, manage and or facilitate a range of supports and support providers to meet identified needs;
- Navigate, influence and negotiate with public sector and community-based service systems for the delivery of appropriate supports in accordance with NDIS plans; Ensure that support responses focus on participant goals and objectives;
- Liaise with and report as required to NDIA in relation to NDIS participants and their plans;
- Maintain strong knowledge of all HelpingMinds Services for internal referral opportunities;
- Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects and;
- Provide expert advice and consultation to NDIS participants and their families on the changing NDIS environment to build capacity to understand and navigate service systems.

KEY PERFORMANCE INDICATORS

- Ensure that billable targets (KPI's) are met on a consistent basis, as directed by your Executive or Team Facilitator;
- Actively contribute to the Support Coordination service team, creating a positive and supportive working environment;
- Manage a caseload of NDIS participants, consistently monitoring plan funding levels, services and activities, ensuring current Service Agreements are in place at all times;
- Ensure that internal incident management processes are followed at all times in accordance with HelpingMinds Incident Escalation Policy and;
- Provide high quality services to clients and keep accurate and complete records, including progress and outcomes in accordance with legislative and organisational requirements.

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Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - NDIS Quality and Safeguarding Framework
 - National Principles for Child Safe Organisations
 - The HelpingMinds Staff Agreement 2022 as well as current organisational Policies and Procedures;
 - HelpingMinds Code of Conduct, NDIS Code of Conduct and
 - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2022.

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AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is supported by:

This position is:

Roles reporting to this position:

Executive Individualised Services

Team Facilitator Support Coordination – Individualised Services

Support Coordinator

NIL

POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-Time/ Part-Time
FTE:	0.6-1.0 FTE (45.6 - 76 hours per fortnight)
Position Classification:	3.1-3.3
Wellness day, Annual Leave, Salary Packaging, District and remote allowances	In accordance with the HelpingMinds Staff Agreement 2022 - 2026
Superannuation:	11.5% superannuation. Employer superannuation contribution increases based on length of employment in accordance with the HelpingMinds Staff Agreement

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ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- A minimum Cert IV in Mental Health or Community Services with demonstrated prior experience in a Support Coordination role
- Current Driver's License and reliable vehicle with third party insurance
- NDIS Worker Screening Clearance
- NDIS Training Module
- First Aid Certificate
- Working with Children Check
- Proof of Australian Working Rights
- COVID-19 Vaccination Certificate – compliant with Government requirements

EXPERIENCE, SKILLS AND KNOWLEDGE

- Ability to effectively utilise NDIS packages by using their knowledge of the NDIS, the service system, being assertive, and 'making things happen';
- Experience working with people living with a psychosocial disability;
- Demonstrated excellent communication skills, including advocacy and report writing skills;
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy;
- Demonstrated client centred approach with the ability to work in partnership with others to achieve best outcomes for the client;
- Demonstrated excellent time management and delegation skills;
- Demonstrated ability to be self-motivated and function autonomously while working effectively toward team goals;
- Demonstrated ability to communicate with a diverse range of people, including CALD, Indigenous and marginalised clients, adults and young people, family, carers, allied service providers and team members;
- Demonstrated capacity to engage with and empower people to achieve their identified goals within a structured individual recovery plan and;
- Well-developed IT skills, with experience using Microsoft products and databases.

DESIRABLE SELECTION CRITERIA

- Experience in support co-ordination for people with complex needs;
- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations and;
- Lived experience as a family member/carer of a person with a diagnosed mental illness and the ability to utilise this experience constructively for the benefit of others.

EMPLOYEE DECLARATION

Support Coordinator – Individualised Services

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____ / ____ / ____

Print name: _____

*HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website
<https://helpingminds.org.au/diversity-statement/>*

This document can be made available in alternative formats on request for a person with a disability.