

POSITION TITLE:	Support Coordinator, CSS
REPORTS TO:	Operations Support Manager, CSS
CURRENT DIRECT REPORTS:	NIL
ORGANISATION TEAM:	CSS, Support Coordination team
LOCATION:	Multiple Locations
EMPLOYMENT STATUS:	Full-time, Permanent

ORGANISATIONAL CONTEXT

Disability Services Australia (DSA) was started in 1957 by a group of parents to create employment opportunities for their children with a disability. From rented premises in Camperdown supporting a handful of young people, we have grown from strength to strength and now employ more than 500 people with a disability and provide a range of supports for more than 2,500 people each year.

OUR MISSION	OUR CORE VALUES
Enabling opportunities for Choice, Inclusion and Achievement for people with disability and their families and carers	<p>We put people first We are one team We are all accountable We strive to always do it better We are inspired by challenges We make ethical and sustainable decisions</p>

PRIMARY PURPOSE

- Responsible for the overall coordination of supports and services delivered to coordination of support customers.
- To support the customer's journey towards true Personalisation. Personalisation is about putting people with a disability firmly in the driving seat, building a system of care and support that is designed with their involvement and tailored to meet their own unique needs.
- To support DSA's Customer Service charter.

DUTIES AND RESPONSIBILITIES

SUPPORT COORDINATION:

- Ensure that support provided meets the requirements of the National Standards for Disability Service.
- Support implementation of all supports in the plan - including informal, mainstream, community and additional funded supports.
- Ensure mainstream service providers meet their obligations.
- Build capacity of the participant to achieve greater independence to self-direct their own services and supports in the long term.
- Strengthen and enhance the participant's ability to coordinate their own supports and participate in their community.
- Administrative based tasks.

- Provide support, which will enhance opportunities for our customers to pursue existing interests, acquire new skills and be involved in a wide variety of experiences appropriate to their age, gender, culture and religion.
- Ensure, through a team approach, you perform designated duties in an effective and reliable manner.
- Promote the dignity, independence and the rights of each customer.
- Establish and maintain effective lines of communication with parents, families, carers, and advocates and other service providers. Support each customer's natural networks and links within their community.
- Work towards breaking down any negative community values which could infringe on a customer's quality of life.
- Ensure the privacy and confidentiality of all customer information.
- Ensure that all service provision details and case notes are accurately recorded in the case management system for all services in a timely manner.
- Help provide 'positive approaches' for managing of challenging behaviours.
- Ensure, through participation in the planning and development of service delivery, the resources allocated provide flexible, individualised support options for each customer, which focus on each customer reaching their highest level of independence and ability.
- As a team member, ensure you work in cooperation to develop and review Person Centred Plans that will assist the customer to achieve their interests, needs and aspirations.
- Facilitate consultation, participation and evaluation with the customers you support, their carers, advocates and other relevant parties.
- Support Customers with planning and preparations of plan reviews and advocate as needed to achieve the best outcome for the customer.
- Keep abreast of changes in both the internal and external environment noting any possible impact on the customer's quality of life. Act upon information in a way that will advance the welfare of both those we support and the organisation.

GENERAL DUTIES AND RESPONSIBILITIES:

- Ensure that service is outcomes focused via efficient and effective coordination of supports to the customer base allocated to your responsibility.
- Ensure that all relevant reports, forms, systems data, activity outcomes and any other statistical information required to be completed in a timely manner.
- Work with other agencies, community groups and other stakeholders to further the interests of coordination of support customers.
- Contribute to revenue growth through the attraction and retention of customers.
- Participate in meetings, including individual, team meetings and case conferences.
- Participate in quality reviews as requested.
- Assist in fostering open lines of communication at all levels of the organisation that will enhance opportunities for the exchange of ideas, concerns and general information.
- Ensure reporting or referral of problems or breaches of policy or procedures according to DSA policies.
- Participate in training and skill development needed to provide quality service.
- Adhere to the policies and procedures of the organisation and all relevant legislative requirements.
- Participate in staff training and development as required.
- Undertake other duties as requested by your manager.

WORKPLACE HEALTH AND SAFETY:

- At all times work in a safe manner, and in accordance with DSA's WH&S policies, procedures and relevant work instructions.

- Report immediately to your reporting manager any hazards that may cause a risk in the workplace. Complete the on-line Hazard report form.
- Take immediate and appropriate action to eliminate or control any imminent risk observed in your workplace, and report the issue and action to your reporting manager.
- Observe safe systems of work and apply these to all workers, contractors, service users and visitors to DSA premises and sites.
- Immediately report any injury sustained at work, or whilst journeying to or from work, to your reporting manager. Complete the on-line register of injuries.
- Maintain an effective working knowledge of DSA's WH&S policies and procedures.

REQUIREMENTS

ESSENTIAL:

- Tertiary Qualification in Social Sciences, Health or Behavioural Sciences or at least 2 years of experience working with people with a disability.
- Experience working with people with a disability living with complex situations.
- Knowledge of the Disability Services Standards and relevant privacy and confidentiality legislation.
- Experience with enabling and empowering people using a strength based approach.
- Sound knowledge of the NDIS, and its role in improving the lives of people with a disability.
- Excellent time management skills and the ability to work with multiple priorities.
- Ability to work independently.
- Strong attention to detail.
- Ability to build rapport quickly and maintain rapport with customers/carers and key stakeholders
- Intermediate computer and administration skills and comfort with electronic case management systems.
- Possess a current WWCC and willing to undergo a national police check.
- Must have a current NSW drivers licence and own reliable vehicle.

DESIRABLE:

- Experience working with customers as well as their families and carers in a time of crisis.
- Experience in case management
- Experience as support coordinator.
- Experience working with PRODA.
- Knowledge of Child Protection Legislation and mandatory reporting requirements.
- Ability to solve problems.