

## Position Description Support Coordinator

*“Where mental wellbeing thrives”*

### Position Details

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<b>Position Title:</b>	Support Coordinator
<b>Position Level:</b>	Level 4
<b>Award:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	Closed-term
<b>Hours of Work:</b>	38 hours per week

### Position Summary

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Support Coordination includes a variety of activities that supports people with a permanent and significant disability that affects their ability to take part in everyday activities giving people more choice and control over how, when and where those supports are provided.

The Support Coordinator will be responsible for establishing a positive collaborative relationship with the person and their support network and will assist the person to identify, link with, and coordinate supports in their local communities, to build skills, overcome barriers and achieve goals. The Support Coordinator will have the responsibility to ensure the implementation of the person's plans and the achievement of their goals.

The Support Coordinator will need to have a strong understanding of the NDIS and the role of a Support Coordinator, and will be required to support people who have coordination of support in their plans to access said supports more effectively. The position is also required to ensure that people who have expressed an interest in accessing the NDIS and/or receiving support from Flourish Australia are engaged and supported to access suitable services.

### About Flourish Australia

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Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting people to thrive and live a contributing life.

#### Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

#### Mission

Working together for optimal mental health and wellbeing.

#### Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.

### Relationships and Authority

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<b>Reports to:</b>	Manager. On occasion, a Support Coordinator may report to a Senior Mental Health Worker or Senior Peer Worker based on a local need basis.
<b>Direct reports:</b>	Nil
<b>External:</b>	Key external relationships may be with people accessing the NDIS, people seeking assistance to access the NDIS, families and carers, Local Health District professionals, clinicians/GPs, agents for

Housing, Primary Health Districts, Community Mental Health Service providers and the broader community.

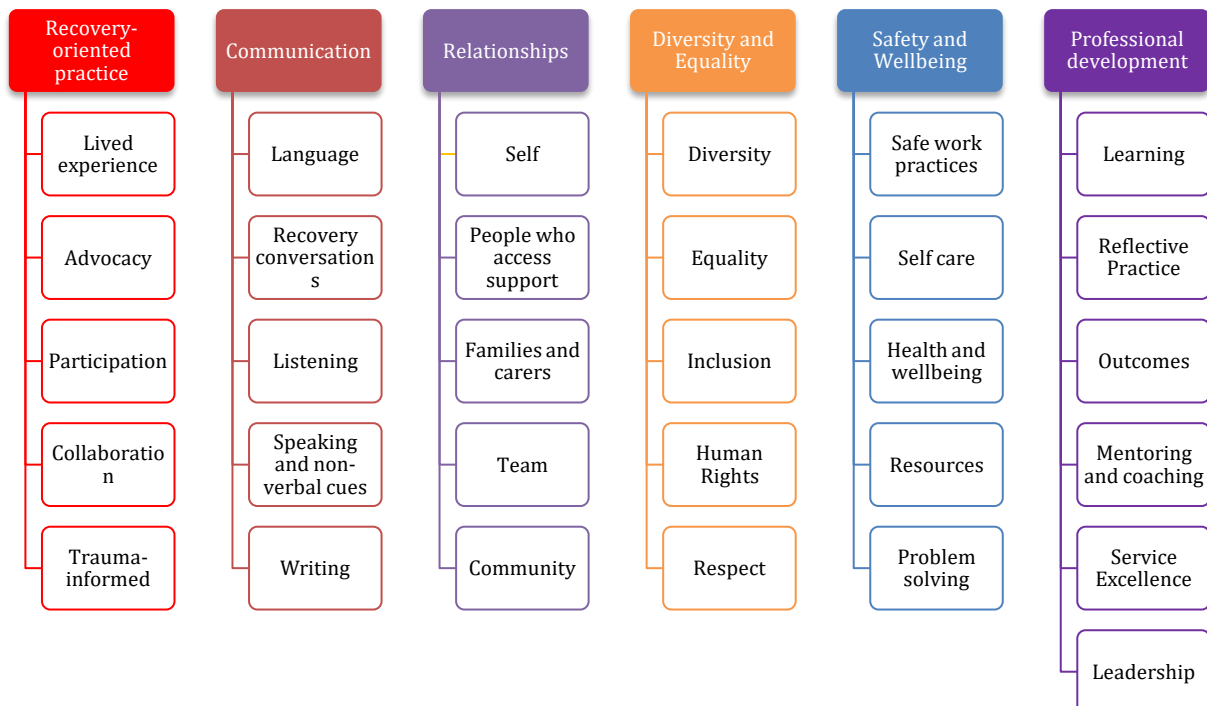
## Organisational Accountabilities

The Support Coordinator agrees to:

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

## Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia's Capability Framework (below).



## Key Tasks and Responsibilities

In the course of performing your role as a Support Coordinator, you will:

- To support participants to, and build capacity to coordinate NDIS plans, negotiate appropriate support and services, and connect with community support and mainstream services.
- Ensure support coordination is completed as per the agreed work schedule and any claims for payment are regularly documented and/or lodged through the NDIA portal.
- Identify and coordinate a range of supports and service providers to meet the identified needs of people who wish to access or are already accessing the NDIS.
- Ensure that support responses focus on participant goals and objectives.
- Liaise with and report as required to the NDIA and/or associated organisations in relation to participants and their plans.

- Use local knowledge and sector expertise to increase opportunities for people with a lived experience of a mental health issue to be connected in local communities.
- Build the participant's and family's capacity to understand and navigate service systems.
- Provide advice and consultation to participants and their families on NDIS pathways and processes as well as provide alternative support options where applicants are considered ineligible to access NDIS.
- Regularly monitor the expenditure of a participant's NDIS plan in order to support participants to remain informed as to their rate of expenditure and the potential implications for the remaining duration of their NDIS plan.
- Deliver services and support with a high level of quality and satisfaction.
- Keep accurate and complete records of your work activities in accordance with legislative and operational requirements.
- Support participants, families and carers to develop resilience and capacity to navigate the appropriate service systems.

## **Required Skills and Personal Attributes**

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To be successful in this role, a Support Coordinator is required to:

- Have a strong customer focus and help business partners achieve their goals;
- Work within a team environment and help others within the team to achieve team objectives;
- Have a good knowledge of local service systems and appropriate services;
- Ability to work proactively in an autonomous manner and in a team environment;
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.

## **Key Selection Criteria**

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*“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”*

*Essential:*

1. A diploma or degree in the behavioural sciences or a health-related discipline.
2. Demonstrated strong time management skills including prioritisation of competing tasks and an ability to work innovatively to solve complex issues.
3. Demonstrate understanding of the challenges faced by people with a lived experience of a mental health issue and how providing a recovery oriented service is of benefit to people.
4. Understanding of public sector and community based service systems relevant to people with a lived experience of a mental health issue and psychosocial disability and demonstrated experience navigating such systems and using influence to achieve positive results.
5. Demonstrated experience in the provision of support and coordination for people with a lived experience of a mental health issue.
6. Demonstrated strong communication, advocacy and interpersonal skills including the ability to liaise effectively with a wide range of stakeholders, facilitate outcomes and prepare correspondence & reports in clear and concise language.
7. Current Australian Driver's Licence.

*Desirable:*

1. A carer role or having a lived experience will be an advantage.
2. Knowledge of relevant legislative and funding requirements, including knowledge of the NDIS and its processes.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities check in QLD).

## Agreement

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I, \_\_\_\_\_, have read and understand my obligations as a Support Coordinator with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

## Support Coordinator

Name		
Signature		Date:

*Nb: A signed copy of this position description must be returned to Human Resources.*