

Position Title	Support Coordinator
Role Reports To	Business Manager
Location	Various
Salary	SCHADS Level 4, pay point depending on experience - enhanced by
Special Conditions	This role may require weekend and after hours work. This role may also require transport of consumers in personal vehicle. Appropriate Award reimbursement will be applicable.

Our Mission

One Door Mental Health is committed to improving the circumstances and welfare of people with a serious mental illness, their relatives and carers, and professionals working in the area.

Position Overview

The NDIS aims to give people with disability better access to personalised, high quality and innovative supports and services. A specific focus is to enhance the independence, social and economic participation of people with disability and their carers. The NDIS uses a person-centred approach that aims to increase choice and control.

In the NDIS stream, One Door operates locally as self-organised teams, where team members are collectively responsible and accountable for most aspects of delivering services. The team will be responsible for supporting tasks such as; planning, time management, managing annual leave and absence, in addition to tasks related to consumer service delivery.

The Support Coordinator will work with consumers to support the implementation of their NDIS plans. This includes assisting the consumer to locate the services and supports that they require to meet the goals in their plan and to maintain their linkages to other services including housing, health and education. The Support Coordinator works with the consumer to build their capacity to achieve greater independence to self-manage their services and supports in the longer term. They will also be required to provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency.

Position Specific Accountabilities

1. Maintain a very good working knowledge of the NDIS support items under the NDIS Guidelines
2. Provide coordination of supports for One Door NDIS consumers
3. Liaise with service providers to ensure access to services for consumers
4. Understand NDIS consumers' packages to be able to negotiate services and prices with preferred providers
5. Determine budgets for support items and advise Plan Manager of the breakdown of funds
6. Attend regular meetings with consumer and service provider/s to ensure service is adequate to the consumer's needs

7. Provide reports to the NDIA at the required timeframes (8 weeks and 6 months) on the outcomes and success indicators of the consumer’s plan
8. Develop NDIS Service Agreements and service bookings with consumers and/or providers where appropriate
9. Attend NDIS meetings with consumers and other key stakeholders as required for plan reviews
10. Assist consumers to prepare for plan reviews by documenting goals achieved, solutions to problems experienced and consider new goals.
11. Maintain up to date case notes and risk assessments and other required information and ensure this is recorded into the Client Management System
12. Ensure that One Door Mental Health achieves its aims for each individual and operates in accordance with guidelines and the relevant policies and procedures of One Door including WHS, Code of Conduct, Confidentiality, Privacy and Quality.
13. In addition to the above responsibilities, you are required to also perform any other reasonable duties as directed from time to time

Behavioural Competencies

1. Self-management
2. Conflict management
3. Communication
4. Problem Solving
5. Teamwork
6. Initiative

Working Relationships

Internal and external roles the individual in this position will need to interact with and the nature of that interaction to fulfil the requirements of this role.

Key Internal working relationships

Person/Service	Key purpose of relationship
Business Manager	Receive support, supervision and consumer reporting
Team members	Work collaboratively and share information and

Key External working relationships

Person/Service	Key purpose of relationship
National Disability Insurance Agency (NDIA)	Work collaboratively in the best interests of the consumer and provide relevant information as
Community Mental Health Teams	Support coordination and advocacy

Position Criteria

Essential

1. Ability to exercise personal responsibility and work as part of a self-managing team, with the guidance of the Coach and/or Business Manager.
2. Demonstrate values consistent with person-centred ways of working and supporting the person's choice and control
3. Relevant tertiary qualifications in mental health, health or welfare degree, or Cert IV in mental health and substantial years of relevant experience or equivalent level of expertise attained through previous appointments, service and study.
4. Minimum 3 years work experience in a mental health environment and a thorough understanding of recovery-oriented principles in mental healthcare
5. High level communication, liaison and negotiation skills
6. Ability to organise and prioritise work, while managing competing demands and tight deadlines
7. Strong local knowledge of the relevant health and welfare sectors
8. Exceptional organisational skills, accuracy and attention to detail
9. A strong capacity to work with challenging issues, at the consumer, service delivery and systems levels
10. Demonstrated experience in building and maintaining partnerships across a broad range of sectors
11. Sound IT competence with Microsoft programs, Consumer Management Systems, electronic timesheets and HRIS and ability to adapt to new systems as they are introduced
12. Ability to use culturally safe practices in supporting Aboriginal and Torres Strait Islander peoples
13. Ability to work with culturally and linguistically diverse peoples
14. Ability to work with people who identify as LGBTQI

Desirable

15. Experience in working with staff and volunteers with a lived experience
16. An understanding of trauma-informed practice
17. An understanding of the importance of working with carers and families