POSITION: Support Coordinator
REPORTS TO: Assistant Program Manager – Support Coordination West
LOCATED: Western Region
DATE: March 2018

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that provides assistance to thousands of Victorian people and communities experiencing disadvantage.

As a service provider Melbourne City Mission’s work is focussed on providing a hand up not a hand out, supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

This role sits within the Disability Division, working towards a vision for communities where people have equal rights, choice and opportunity. This position will work closely with other programs across the organisation.

You will support this vision by:

- Building individual capacity and enhance choice and control in the provision of high quality support coordination to people with disability
- Using your knowledge of the local community to create opportunities for increased participation as a local citizen
- Working in a respectful way with people with complex support needs, their families, carers and community
- Understanding the changing disability landscape and implementing support consistent with the aims, principles and standards set by Melbourne City Mission (MCM) Department of Health and Human Services (DHHS) and the National Disability Insurance Scheme (NDIS)
- Supporting evidence based practise through your high level of administrative skills, documenting outcomes for individual NDIS participants, evaluating service delivery and identifying challenges and opportunities in the new environment
- Using your outstanding communication skills to create documents and reports, construct proposals and funding submissions and record and analyse data relevant to service delivery

Working with participants of the NDIS shifts the focus of service delivery so that services are built around people and tailored to their unique needs, goals and aspirations, rather than around rigid program eligibility.
JOB PURPOSE

Working alongside the Customer Service Team to deliver high quality support coordination to people with a disability and their families. Support Coordination aims to build individual capacity to:

- Manage and implement the customer’s plan
- Achieve the outcomes identified in the customer’s plan
- Connect the customer with formal, mainstream and funded supports.

JOB OBJECTIVES

The support coordination team aims to facilitate outcomes for people with disability by adhering to the principles of a rights based approach, delivered with respect and integrity, by professionals with a high standard of customer service.

Support Coordinators work in a way that is reflective, and grounded in our organisational values and principles. Through building relationships we follow best practice approaches and are accountable for the delivery against outcomes identified by clients and customers.

Duties of this role may include but are not limited to the following:

- Support customers to build capacity to coordinate their plans, negotiate appropriate support and services; and connect with community support and mainstream services in addition to disability specific clinical and community support.
- Use local knowledge and sector expertise to increase opportunities for people with disability to be connected to local communities by providing holistic and comprehensive services. This includes assessments, implementing and reviewing plans and goal-setting, monitoring progress, advocacy and referrals.
- Deliver services and support with a high level of customer service.
- Provide expert advice and consultation to people with disability, their families and networks on the changing disability service landscape, relevant procedures, practices, guidelines and legislation, including advice regarding customer safeguards, quality expectations, and compliance.
- Support the implementation and review of customer service agreements, outcomes, support plans, programs and services to ensure an appropriate standard of service, supervision, safety and support is provided.
- Operate as required by legislation and departmental standards and exercise the appropriate authorities and legal delegations pursuant to relevant legislation and other specific delegations and functions.
- Under supervision, liaise with community services such as courts, tribunals, policy and mental health services and communicate effectively with a range of external agencies and service providers.
- Assist in the preparation and presentation of comprehensive reports, advice, briefs, assessments and correspondence containing informed comment, viable options for consideration and well-reasoned recommendations.
- Contribute to the maintenance of prescribed registers, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment.
- Participate in client conferences with other professionals.
• Operate as an effective team member, contributing to team planning, work process improvements and day-to-day administration.
• Be professionally accountable for decisions that impact on customers and staff, made within bounds of Melbourne City Mission policy and with management support.
• Keep accurate and complete records of your work activities in accordance with legislative requirements and MCM’s records, information security and privacy policies and requirements. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.

KEY RELATIONSHIPS

| Accountability                                                                 | Program Manager – Western Region |
|                                                                              | Team Leader Support Coordination  |
| Internal Relationships                                                      | The Customer Service Team         |
|                                                                              | The Support Coordination Team     |
|                                                                              | All program areas located within Disability Services |
| External Relationships                                                      | Melbourne City Mission customers and their families |
|                                                                              | Other disability and generalist service providers |

KEY SELECTION CRITERIA

Appointment to this position is subject to the satisfactory completion of a National Police Check, International Police Check (if applicable), current Victorian Working with Children Check, current Victorian Driver’s License, the right to work in Australia and a Disability Worker Exclusion List check.

Qualifications / Experience

Essential:
• A tertiary qualification in a relevant discipline.
• Experience and skills to work competently alongside people, their family and carers in their local community to build their capacity to participate in the community and manage some or all aspects of their plan.
• Work with people their families and carers to identify and access opportunities for education and employment.
• An understanding of case management practices and principals.
• Well-developed communication (both oral and written) skills with the capacity to prepare reports and correspondence in clear and concise language and the ability to assimilate information from other, present information in a manner appropriate to the purpose and audience.
• Demonstrated ability to identify, measure and report on outcomes.
• Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of customers and service providers.
• The ability to work autonomously and cooperatively as a member of a team.
• Competence in the use of the latest computer software programs and is able to enter, modify and extract data accurately, including the ability to track funding package expenditure.
• Well-developed work organisation skills, the ability to manage time effectively and prioritise tasks.
• Knowledge of the NDIS Act 2013, Disability Act 2006 and other relevant legislation
• Knowledge of the current trends in service delivery in the community sector, particularly the changing landscape of the disability sector.

Desirable:
• Experience working with people living with a disability.
• Knowledge of the NDIS Operational Guidelines.
• Experience working in an NDIS environment.
• Flexible to work from other sites

MELBOURNE CITY MISSION CAPABILITIES

In addition to the Key Selection Criteria, applicants should be able to demonstrate the following attributes:

| Clients are at the centre of everything you do | You support customers to reach their goals and get the best possible outcomes by working in partnership. You’re always on the lookout for opportunities for improvement. |
| You achieve results | You’re focused on what you need to do and you deliver. |
| You help make Melbourne City Mission a great place to work | You build and maintain relationships with all your colleagues and clients. You’re a team player you actively participate in an encouraging and supportive work environment. |
| You raise the bar | You embrace a culture of learning, growth and development. |
| Communication is key | You’re clear, know your audience and use a variety of methods to share information. |
| Quality, safety and risk management are paramount. | Play by the rules – you make no compromises when it comes to quality, safety and risk |