

<b>Position title</b>	Support Coordinator	<b>Cost code</b>	CSO18
<b>Position holder</b>	Vacant		
<b>Program</b>	Direct Support		
<b>Funded by</b>	Commonwealth and State Funded		
<b>Based at location</b>	Ararat		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Direct Support Program Leader</li> <li>• Manager Healthy Communities and Direct Support</li> <li>• General Manager People and Community Support</li> <li>• Chief Executive Officer</li> </ul>		
<b>Award</b>	Community Health Centre (Stand Alone Services) Social And Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	Welfare Worker Level 3 Qualified, Class 1 Y7+ PP5		
<b>Hourly rate</b>	\$33.29	<b>Annual</b>	\$52,624
<b>Status</b>	Part time		
<b>Hours per week</b>	30.4 hrs		
<b>PD last updated</b>	March 2019		

### Position summary

Direct Support offers support coordination to consumers of Home Care Packages (HCP), Linkages, Commonwealth Home Support Packages (CHSP) Linkages, Carer Respite and Support Services, and National Disability Scheme (NDIS).

### Key responsibilities

1. Work in a program of Support Coordinators, Direct Support, responsible for a case load of consumers/participants and to provide backfill for other Support Coordinators as required.
2. Ensure the planning and delivery of a flexible, integrated and timely service including:
  - Assessment and reassessment as required,
  - Creating and monitoring budgets
  - Support planning and goal setting
  - Ongoing monitoring and review of consumer support requirements.
3. Support the relationship between the consumer and the significant other to ensure optimal outcomes for both.
4. Within the delivery of the consumer-focused care, promote choice, empowerment, independence, wellness and enablement.
5. Act as Support Coordinator for people accepted onto Direct Support programs and ensure that:
  - Individual support plans and budgets are developed monitored and reviewed in consultation with the consumer in response to their assessed needs and wishes and in consultation with their significant other(s) the Support Coordinator, and service providers and that meet funding requirements.
  - Undertake a formal review of support plans as determined by the relevant program requirements or earlier if required by the consumer.
  - The delivery of services is coordinated between agencies, provided in a timely manner, and within the criteria and cost limits of the programs, as approved by the Manager and/or the Program Leader.

- Progress is regularly monitored at consumers discretion through personal contact with the consumer and their significant others and liaison with service providers. Basic counselling, support and advocacy on behalf of consumers are provided when necessary.
  - Shared Care service coordination with service providers as per support plan.
6. Make sure deadlines are met particularly for reports, data collection and client issues.
  7. Maintain of appropriate files and information for consumers and other activities which are relevant and meet the program's reporting requirements.
  8. Assist to provide activities and education and promote awareness of the Direct Support programs to the community and other service providers, using a community development approach such as information displays and sessions.

### Key selection criteria

#### Qualifications

- Social work, Welfare work, Case management, Cert 1V in Disability or similar.

#### Mandatory:

- A good understanding of NDIS, HCP and Carers, Commonwealth and State and a commitment to the philosophies.

#### Desirable

- Experience in working with aged and/or younger disabled people, people with mental health, and their carers within a community setting, together with an appreciation for and understanding of the presenting issues for people who are aged or have a disability, particularly within the rural environment

#### Demonstrated skills, experience and/or understanding of:

- Ability to work collaboratively with key stakeholders to determine areas of collaboration and develop a solution approach.
- Ability to recognise service and policy deficiencies and identify and analyse potential options or strategies to address these.
- Ability to use a flexible approach when dealing with issues and people but based on sound risk management.
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain client confidentiality and a clear understanding of rural confidentiality issues.
- Well-developed organisational skills with the ability to prioritise multiple tasks.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace cultural and practices.

#### Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Working with Children Check
- Disability Worker Exclusion check

#### Personal attributes

- Ethical and inclusive
- Self-disciplined
- Collaborative and supportive
- Flexible and resilient

## Conditions of employment

1. This position is part time ongoing and is subject to:
  - a) Continued funding of Grampians Community Health programs
  - b) Successful completion of a six month probationary period

## Chief Executive Officer approval:

**CEO signature** **Greg Little** \_\_\_\_\_

**Date** \_\_\_\_\_

## General Manager approval:

**General Manager signature** **Kathy Day** \_\_\_\_\_

**Position** Manager Healthy People and Community

**Date** \_\_\_\_\_

## Manager approval:

**Manager signature** **Karen Watson** \_\_\_\_\_

**Position** General Manager People and Community Support

**Date** \_\_\_\_\_

## Employee acceptance of position:

**Employee signature** **Vacant** \_\_\_\_\_

**Date** \_\_\_\_\_