



Position Description

Support Coordinator – Sub Contractor

Organisational Context

My Ability Pathway Pty Ltd (MAP) provides a range of accommodation, home, and community-based services to individuals with a disability (participants) under the NDIS, in regional South Australia. Our philosophy is to provide real-life support to participants for their life, in the real world.

Our aim is to have a workforce that is stable, committed, supported, and fulfilled. We offer competitive rates, regular shifts (where possible) and other employee incentives to demonstrate our commitment to achieving this within our workforce. In return we seek a workforce that is proud, resourceful, skilled, active, and driven to provide the best service to our participants.

Vision Statement

We believe passionately in the power of a connected community and that everyone has a right to live an enriched life.

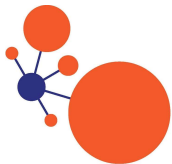
Values Statement

Helpful
Active
Connected
Adaptive
Supportive

Objectives

To empower participants to use choice and control in pursuing their goals.
To offer a range of high-quality services with real-life benefits and easy access.
To develop a sense of mastery over life's circumstances

Participants are, and always will be, our priority.



About the NDIS

The purpose of the National Disability Insurance Agency (NDIA) is to implement the National Disability Insurance Scheme (NDIS) which will support a better life for hundreds of thousands of Australians with a significant and permanent disability. The NDIA will also provide great benefit to the families and carers of Australians living with a disability. The NDIS is designed to enhance the quality of life and increase economic and social participation for people with disability and will mean peace of mind for every Australian, for anyone who has, or might acquire, a disability.

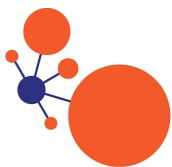
Role Overview

A Support Coordinator is appointed by the participant who has an NDIS plan. The SC is responsible for working with the participant to connect with support services in line with their NDIS plan. These connections will enhance opportunities to pursue existing goals which are appropriate to their age, gender, culture and religion and build the person's capacity to achieve greater independence to self-direct their own services in the longer term.

Job Description and Key Responsibilities

Responsibilities, Skills and Experience

- Understanding of strengths based, person centred planning.
- Commitment to providing a client focused service in a timely, consistent, co-ordinated and flexible manner.
- Qualifications in education, allied health, community or welfare sector.
- Experience within and understanding of education, employment, clinical/health and/or welfare services and support systems.
- Assisting the participant to connect with supports, build capacity and resilience.
- Understanding of the NDIS and how participants with complex needs are managed in the NDIS planning framework.
- Experience working with people with a disability and their families during critical periods of their life.
- Demonstrated experience in developing, interpreting and implementing individual plans.
- An understanding of mental health issues and / or experience working with people with severe mental illnesses and complex needs and their families.
- Strong communication, written and negotiation skills.
- Experience in analysing and formulating client assessments and plans.
- Demonstrated ability to exercise initiative and work unsupervised as well as within a team environment.
- Ability to work with a variety of stakeholders including clients, carers, GPs and Clinical and Community Support organisations.
- Willingness and ability to travel as part of the role.
- National Police Clearance dated within 6 months or willingness to obtain.
- Working with Children Check.
- Current drivers' licence & reliable vehicle.



MY ABILITY PATHWAY

- Demonstrated high level of problem-solving skills.
- Knowledge of appropriate current outcome-based assessment tools.
- Demonstrated knowledge of ongoing issues that living with a disability presents at various life stages

Customer Relationships

- Prepare Support Coordination Plans for participants
- Be responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis
- Develop a trusted relationship with key accounts, customer stakeholders and participants
- Enhance our reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to participants plans
- Share responsibility for onboarding and integrating new clients and developing existing client relationships

Program Management

- Manage relationships with service providers and participants, ensuring that all items are invoiced and paid on time.
- Implement company policies, strategies and procedures.

Reporting

- Ensure the timely and successful delivery of our Support Coordination services according to participant needs and goals
- Communicate clearly the progress of monthly initiatives
- Monitor and analyse participant's usage their plans
- Prepare reports ensuring all documentation and reports are delivered on time every time

Marketing

- Implement all marketing and branding operations according to future growth goals of the Support Coordination program
- Keep abreast with organisational changes and business developments within the NDIS landscape and be responsive to changing participant needs
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations and communicating that knowledge across our network



Selection Criteria

Mandatory Requirements/Qualifications

- Current DHS Working with Children Clearance (or NDIS Clearance).
- National Criminal History Check.
- First Aid Certificate including CPR.
- Full Driver's License.

Experience

Essential: Previous experience in the disability sector

Core selection criteria

Values alignment: ability to demonstrate and authentically promote My Ability Pathway values.

Teamwork: willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.

Achieves results: Focused on optimal outcomes for clients.

Professionalism: Executes day---to---day activities in a positive, friendly, and enthusiastic manner.

Culturally Aware: Values diversity as a strength and positively utilises diversity.

Client Focused: Prioritises needs of clients.

Leadership: Gives frequent and constructive feedback and displays personal commitment to developing others.

Communication: Well developed communication and interpersonal skills.

Accountability and Reporting

The Support Coordinator will report directly to the Team Leader/Senior Support Coordinator, and the Director as requested. The Service Coordinator will be accountable for the duties and responsibilities of their role and for building the positive reputation of My Ability Pathway.



This position description is subject to review and may change in accordance with My AbilityPathway operational, service and customer requirements.

Terms and Conditions of Employment

- The Support Coordinator employment terms conditions are negotiable.
- The Support Coordinator will provide their own laptop/PC and phone for business purposes.
- Work hours are flexible based on case load with working from home options negotiable.

I acknowledge that I have read and understand the above job description in its entirety and can perform all the stated requirements.

Employee Name

Signature

Employer (or on behalf of) name

Signature

Date