

## Position Description - SUPPORT COORDINATOR

### Leisure Networks *Connecting People*

#### THE POSITION

<b>Position Title:</b>	Support Coordinator	<b>Reports to:</b>	Team Leader, Community Connections
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Services Award ("the Award")	<b>Classification:</b>	Award Classification Level 5 Part Time (0.8 minimum) over 5 days
<b>Remuneration:</b>	Commencing \$37.57 per hour plus 9.5% superannuation  Salary Packaging benefits available up to \$15,900	<b>Work Location:</b>	Work location is Wyndham however travel may be required across various metropolitan and regional locations as the expansion of this service is implemented. This will include Melbourne and/or Geelong.

#### ABOUT LEISURE NETWORKS

Leisure Networks Association Inc. is a rapidly growing non-profit organisation with offices in Geelong and Melbourne. Our vision for *Capable, healthy people and inclusive communities* is directly influenced by our mission *Connecting People*.

The organisation is at an exciting time with new strategic directions including an ambitious growth plan which will see the expansion of Leisure Networks into new areas across the western, northern and inner metropolitan suburbs of Melbourne.

Delivering a range of fee for service products and contracted programs in the areas of disability, community sport and health promotion we focus on providing excellent customer service through our team of highly capable and engaged employees.

We strive to be a provider of choice within the National Disability Insurance Scheme (NDIS), and operate to ensure excellent outcomes across business sustainability, staff engagement and customer experience.

#### OUR CULTURE

***We are passionate about working together to realise a person's potential.***

We believe that together we provide opportunities to make a difference in people's lives and our high performing, positive culture enables us to achieve this.

At Leisure Networks we value being - **Relevant, Creative and Trusted.**

Our demonstrated and consistent behaviours sees us - **Deliver on promises; Show respect; Have open, thoughtful communication; Always learning and Making it fun**

Our values and behaviours create the culture for our organisation. Our culture is seen in the way every employee and Board member behaves, interacts and works together.

## POSITION OVERVIEW

*Community Connections* at Leisure Networks are specialised services that support people with a National Disability Insurance Scheme (NDIS) plan to *connect to their communities*.

As a Support Coordinator, your primary focus is **capacity development** across all domains of an individual's life working with customers ranging from children, young people to adults. With consideration of an individual's circumstance and level of complexity, the role actively promotes:

- research, manage and navigate a range of opportunities to suit individual support needs across multiple providers;
- **connect with their communities** by implementing both funded supports and facilitating participation with mainstream and community access points;
- strengthen support networks, with the aim of increasing an ability to self- direct;
- independent decision making and individual choice;
- procurement of supports that assist individuals with pursuing their NDIS goals,

Specialists and senior staff at this level will be required to provide multidisciplinary advice, coach and mentor other team members, evaluate performance and develop outcomes that achieve organisational goals

## KEY RESPONSIBILITIES AND DUTIES

### Service Delivery

- Excellent time management and planning skills, including prioritising, planning and managing work load successfully to achieve specific objectives and quality outcomes.
- Community sector knowledge, experience and skills in working with people who have a disability.
- Understanding of the Disability Act 2006 and understanding of the policies and procedures generally associated with the provision of Disability Support Services.
- Ability to identify potential risk situations and proactively navigate crisis situations, including coordinating follow up with minimal support.
- Understanding of the scope of the Support Coordination role in the National Disability Insurance Scheme business model, including working within the allocated funding amount associated with each customer (continually track and monitor billable hours).
- Takes responsibility for own [professional outcomes while also working effectively as part of a supportive team.
- Develop and record progress of goals for customers that are specific, measurable, achievable, relevant and time limited (SMART).
- Continually gather and accurately document relevant information about customers from other services for the development of evidence-based reports and updates.

### Collaboration and Community Connections

- Liaise and work collaboratively with key stakeholders to coordinate service delivery and linkages relevant to the individuals NDIS goals.
- Manage complex multi- disciplinary teams and services in the coordination of a customer's NDISfunded supports.

- Coordinate external meetings with customers, significant others and providers and follow up any outstanding actions in a timely manner
- Develop and establish professional working relationships with funders and community organisations (mainstream and disability) that enable the delivery of customer outcomes
- Contribute specialist knowledge in the appropriate work-related field to establish and improve procedures.
- Provide specialist expertise or advice when requires and support the training focus of others within team

### **Capacity Building**

- Empower customers to exercise their choice and control to access a range of formal and informal mainstream and community-based support, by identifying opportunities for innovative service delivery
- Continually seek opportunities to build the capacity of customers and their families to create greater levels of independence
- Develop and strengthen an individual's formal and informal supports
- Coach customers to engage with various community partners, stakeholders to achieve a desired outcome
- Manage the development, implementation, monitoring, regular review and reporting of customer supports, which includes but is not limited to the following;
  - Determine customer / community risk and prepare assessments
  - Review customer records and maintain an understanding of their individual needs and support requirements
  - Review customer goals and measure individual progress and document outcomes with customers and their supports

### **Information Management and Communication**

- Proficient in the operation and use of Leisure Networks IT systems to keep up to date with organisational information and communications about work related issues.
- Maintain up to date accurate and comprehensive customer records and documentation within Leisure Networks IT system- SupportAbility
- Assist the team to build and update the Leisure Networks contacts database within SupportAbility to keep updated on relevant community connection opportunities for customers
- Model and actively engage in building an organisation that strives for excellence in organisational culture
- Interface with NDIS IT systems
- Attendance and contribution to team meetings, scheduled workshops and training opportunities.

### **Organisational**

- Employees at this level will be required to share knowledge and provide expert advice and support to other members of the team

- Employees are required to set priorities, plan and organise their own work and potentially that of lower classified staff and establish the most appropriate operational methods for the organisation
- Identification of specific or desired performance outcomes and deliver work plan goals which are developed in conjunction with Team Leader
- Abide by Leisure Networks Code of Conduct, trademark behaviours and LN policies and work practices
- Ensure that management are immediately informed of any customer and/or staff risk issues that arise and ensure appropriate reporting mechanisms have been followed
- Set priorities and monitor work flow in all areas of responsibility
- Assits with relevant educational and developmental programs for Leisure Networks customers in conjunction with Team Leader

## ORGANISATIONAL RELATIONSHIPS

<b>Internal Relationships</b>	All employees of Leisure Networks including; work under general direction of Manager/Team Leader, Leadership Team. May supervise other employees and/or volunteers
<b>External Relationships</b>	Leisure Networks customers and their significant others, external service providers, sector networks and community organisations

## KEY SELECTION CRITERIA – KNOWLEDGE, SKILLS & ATTRIBUTES

<b>Knowledge and Skills</b>
<b>Communication:</b> Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in all communications. Writes accurate, clear and informative reports and communications that meet the needs of their intended audience.
<b>Customer Focus:</b> Follows through with commitments and demonstrates the ability to fully engage customers and provide a professional and ethical service at all times that promotes choice and social and community inclusion.
<b>Problem Solving:</b> Assist with resolution of customer's/families and colleagues' problems. Solving problems of moderate to complex difficulty using knowledge, judgement and work organisational skills acquired through qualifications and previous work experience.
<b>Community and inter-agency relations:</b> Highly professional manner who works collaboratively with multiple stakeholders in formal and informal partnerships to achieve intended outcomes.
<b>Professionalism and Time Management:</b> Observes the Code of conduct, manages time and uses tools effectively to assist with planning and organising tasks.
<b>Personal Attributes</b>
<b>Self-disciplined:</b> Manages own time to achieve key outcomes and avoids distraction and diversions.

**Creative and innovative:** Enthusiastically engages and leads individuals to ensure their goals and those of the organisation are achieved whilst finding ways to work more efficiently. Generates options and ideas and is flexible and open to change and alternatives.

**Supportive:** encourages others to attain goals and achieve, listens actively and inspires confidence and demonstrates empathy when confronted with adversity.

**Determined:** Researches options and sets a clear path, deals with obstacles and impediments. Establishes and has clear goals to ensure the achievement of an outcome.

**Collaborative:** leads a collaborative approach to team development, is open minded and has a willingness to learn in an organisation that is evolving. Works with others to achieve common goals, encourages a spirit of teamwork.

### Relevant Qualifications

Relevant degree with relevant experience, or associate diploma with substantial experience, or qualifications in more than one discipline or less formal qualifications with specialised skills sufficient to perform at this level, or attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

### Relevant work experience

Highly experienced in the development and leading of others to achieve a desired outcome.

Knowledge and understanding of the National Disability Insurance Scheme (NDIS) and experience in utilising a range of community-based supports and methods to achieve customer goals.

Effective management of complex situations/people and issue resolution with minimal support from management.

High standard and ability to articulate informative, factual and evidence based written reports.

Proficient use of IT systems and processes including Microsoft, Outlook, internet and email applications.

Ability to work independently and autonomously and set clear priorities for self and others.

Highly developed inter-personal skills that gain the cooperation of internal and external stakeholders.

### Child Safe Experience “protecting the children we support”

Experience working with children, preferably with a disability.

Demonstrated understanding of appropriate behaviours when engaging with children.

Understanding of cultural safety for children from culturally and/or linguistically diverse backgrounds is desirable.

### Licenses, certificates and equipment requirements

Nationally recognised police check

Current Victorian Driver's license and a well-maintained vehicle that meets current safety standards
Current Working with Children check
Smart phone with internet accessibility

## ENVIRONMENT, HEALTH AND SAFETY

Complies with Leisure Networks OH&S policies and procedures and cooperates and participates with activities (such as meetings or training) as undertaken by Leisure Networks to comply with OH&S and environmental legislation.

Takes reasonable care for the safety of his/her own health as well as others who may be affected by their conduct in the workplace and does not willfully place at risk the health or safety of any person in the workplace or interfere with or misuse anything provided in the interest of environmental health and safety or welfare.

Alert Team Leader/Manager immediately if there are any potential or actual safety concerns to self or others.

## DECLARATION

I acknowledge that I have read and understood this Position Description which forms part of my Employment Contract from the date of issue. I accept that the Position Description may need amending and updating from time to time due to change in responsibilities and organisational requirements;

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NAME

(SIGNATURE)

DATE