

Leisure Networks - Connecting people with community

POSITION DETAILS

Position Title:	Support Coordinator	Position Reports to:	Team Leader, Community Connections
Industrial Instrument/s:	Social, Community, Home Care and Disability Services Industry Services Award ("the Award") and National Employment Standards (NES)	Classification, Status and Hours:	Level 5 Fixed term for 12 months commencing in August 2020 Full Time
Remuneration:	\$40.64 per hour plus 9.5% Superannuation plus salary packaging available up to \$15,900	Location:	Work location is across metropolitan Melbourne however travel may be required across different sites, including Greater Melbourne and Geelong.

ABOUT LEISURE NETWORKS

Leisure Networks is a successful community-based non-profit organisation. Our vision is to see *capable, healthy people and inclusive communities* and our mission of *connecting people with community* drives our work. As a registered provider with the National Disability Insurance Scheme (NDIS), we provide a range of services which include:

- Individual and small group disability support programs (Monday to Sunday)
- Support Coordination
- Financial Plan Management
- Supported independent living

Our disability support programs enable people with a disability to undertake a range of activities within their community. These include fun, recreation and leisure-based activities, skill development programs or travel programs across Victoria or interstate.

Our support coordination teams in Geelong, Werribee and Melbourne are working individually with people to learn about the NDIS and to assist them to implement their new NDIS plan and



funding. Our Financial Plan Management team provide a bill paying service for people with an NDIS plan and is undertaken by our experienced finance administrators.

Finally, we work directly with many stakeholders including community and regional sporting bodies, state sporting associations and local governments. Our role is to support the creation of environments and places that are welcoming, family friendly, accessible and safe and assist volunteers to successfully manage and develop their clubs. Our sport and recreation team also provide programs for people of all ages to be physically active and healthy.

ABOUT OUR CULTURE

At Leisure Networks our values-based, high performance culture is the foundation for our continued success. At every level our recruitment aims for the “right fit” first, combined with excellence in leadership and technical capabilities. Our flexible, people-orientated employment practices ensure we are an employer of choice attracting friendly, fun and highly motivated employees.

Our values guide us, and we commit to being Relevant, Creative and Trusted leaders.

Our behaviours are the way demonstrate our culture with our colleagues, our customers and our partners. In all our interactions we deliver on promises; we show respect; we have open, thoughtful communication; we are always learning, and we make it fun.

POSITION OVERVIEW

Community Connections at Leisure Networks are specialised Support Coordination services that support people with a NDIS plan to connect to their communities and plan for their future.

As a Support Coordinator and Specialist Support Coordinator, your primary focus is capacity building 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;
- promote independent decision making and individual choice and control; and,
- 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 ACCOUNTABILITIES

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 the National Disability Insurance Scheme Act 2013.
- 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 and Specialist Support Coordination role in the NDIS business model, including working within the allocated funding amount associated with each customer (continually track and monitor billable hours).
- Take 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 NDIS funded 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; and,
 - 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.
- Assist with relevant educational and developmental programs for Leisure Networks customers in conjunction with Team Leader.

ORGANISATIONAL RELATIONSHIPS

Position Reports To	Team Leader, Community Connections
Reporting to this Position	N/A

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

HEALTH, SAFETY AND WELL BEING

Complies with Leisure Networks OHS&WB 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.

COMPETENCIES – HOW WE DO OUR WORK AT LEISURE NETWORKS

Accountable and Committed - I deliver on promises and I am committed to my work and to LN. I hold myself and others accountable. I own my decisions and my actions.
Collaborates - I work collaboratively with others to meet shared objectives.
Communicates Effectively - I provide a clear message that is understood by everyone and it is always open and thoughtful.
Culturally and Emotionally Intelligent - I am open and comfortable, I understand myself and others and cultivate strong relationships.
Customer Focused - I build strong customer relationships and deliver customer focussed solutions. #relevant #trusted
Innovation and Improvement - I create new and better ways for LN to be successful. #creative
Growth and Resilience - I demonstrate courage, growth and resilience in myself and cultivate it in others. #vitality
Handles Ambiguity - I can operate effectively, even when things are not certain, or the way forward is not clear.
Strategic Leadership - I align my purpose, work and actions to LN's strategy.

“YOU HAVE!”

Key Selection Criteria
1. Tertiary degree in Social Work, Allied Health or equivalent discipline with relevant field experience as per the NDIA quality and safeguarding framework requirement.
2. Experience in service delivery and design for those with complex needs including where collaboration and accountability of multiple services is required
3. Demonstrated experience in NDIS Support Coordination (favourable).
4. Demonstrated 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.

5.	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.
6.	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.
7.	Highly professional manner who works collaboratively with multiple stakeholders in formal and informal partnerships to achieve intended outcomes.
8.	Manages own time to achieve key outcomes and avoids distraction and diversions.
9.	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.
10.	Encourages others to attain goals and achieve, listens actively and inspires confidence and demonstrates empathy when confronted with adversity.
11.	Researches options and sets a clear path, deals with obstacles and impediments. Establishes and has clear goals to ensure the achievement of an outcome.
12.	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.

Demonstrated experience in.....	
1.	The development and leading of others to achieve a desired outcome.
2.	Knowledge and understanding of the NDIS and experience in utilising a range of community-based supports and methods to achieve customer goals.
3.	Effective management of complex situations/people and issue resolution with minimal support from management.
4.	High standard and ability to articulate informative, factual and evidence based written reports.
5.	Proficient use of IT systems and processes including Microsoft, Outlook, internet and email applications.
6.	Ability to work independently and autonomously and set clear priorities for self and others.
7.	Highly developed inter-personal skills that gain the cooperation of internal and external stakeholders.

Other Requirements (eg. Qualifications, Licence, etc.)	
1.	Current nationally recognised police check
2.	Current Working with Children check
3.	Necessary checks regarding the Disability Worker Exclusion Scheme
4.	NDIS Worker Orientation Module Certificate of Completion
5.	Experience working with children, preferably with a disability.
6.	Demonstrated understanding of appropriate behaviours when engaging with children.

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

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;

Name

Signature

Date

*Leisure Networks commits to being a Child Safe organisation.
Our Code of Conduct, relevant policies and processes ensures this is a priority especially during recruitment.*