



Facilitatrix

Support Coordinator

Job Description

Complex case management of support coordination matters.

Implements complex NDIS Plans, assist clients to identify service providers and coordinates services as required. Implements and evaluates appropriate interventions for vulnerable children and adults, including those with a variety of cognitive disabilities. Sound knowledge of resources available to clients, mainstream agencies and other resources for clients to access.

Works collaboratively with other agencies in the sector; fostering positive working relationships and ensuring the values and ethos of Facilitatrix are upheld and promoted positively sector wide. Attends complex matters in multi-agency meeting settings.

Job Title: Support Coordinator

Job Type: Part Time, Full Time, Fixed Term, Casual

Location: Perth Metropolitan

Primarily this position will provide the flexibility to work from home, with the need to engage in work at various locations across the Perth Metropolitan area, as required. The successful applicant will have a home office – mobile, laptop/computer, and printer/scanner.

Work outside of the metropolitan area may be required from time to time and will be negotiated between the employer and the employee.

Supervisor/Manager:

This position reports directly to the Supervising Support Coordinator or a designated supervisor.

Main Duties/Responsibilities:

Clinical

- Manages own complex case load.
- Attends structured supervision with supervisor; and provides coaching to less experienced support coordinators if required.
- Develops and updates knowledge of resources available to clients, families and colleagues to ensure best practice.

- Establishes a positive working relationship with clients and their families based on trust and respect.
- Completes documentation, including writing reports and maintaining accurate records in accordance with agency procedures/management requirements and undertakes administrative tasks as required.
- Works as part of a multi-disciplinary team, including attendance at staff meetings and undertaking organisational training and development opportunities as required.
- Participates in ongoing evaluation of clinical practice.

Education/Training/Research

- Engages in continuing professional development/educational opportunities.
- Participates in supervision, professional development and consultation activities with direct line manager.
- Using a team approach, assists with ideas and strategies for the development of less experienced support coordinators in the team.

Governance, Safety & Quality Requirements

- Maintains a clean and safe workspace, and ensures compliance with all workplace health and safety policies and procedures.
- Abides by and contributes to the development of organisational policies & procedures.
- Actively participates in policy review, risk management and occupational health & safety matters.
- Completes mandatory training as relevant to the role.
- Demonstrates a commitment to continuous service improvement.
- Abides by Workplace Health and Safety legislation, the *Disability Services Act*; the *NDIS Act*, the *Equal Opportunity Act* and any other legislation relevant to the position.

Other

- Other tasks as required by the management team.

Commitment To Facilitatrix's Mission & Values

All staff employed by Facilitatrix are required to demonstrate a commitment to the organisation's *Mission & Values* and to abide by the *Staff Code of Conduct* and all relevant policies and procedures.

It is also a condition of employment for all staff that they commit to the following:

- Promoting equality and diversity within the workplace.
- Maintaining the confidentiality of other staff and service users and abiding by relevant

provisions of the *Privacy Act 1988 (Cth)*.

- Actively participating in the development of a sustainable quality assurance framework for service users.
- Actively participating in processes concerning Occupational Health & Safety and Risk Management.

Selection Criteria

Experience:

- A minimum of 3 years' experience working as in direct case management of clients.
- A minimum of 3 years' experience working with disadvantaged client groups within aged care, child protection, disability or mental health sectors.

Skills:

- Demonstrated knowledge and skills in assessment, planning and evaluation.
- Extensive case management experience.
- Demonstrated ability in applying highly developed time management and organisational skills when planning, providing and monitoring coordination services within a designated caseload.
- Demonstrated highly developed effective interpersonal, written and verbal communication skills.
- Demonstrated ability to work effectively in a multidisciplinary team setting; evidencing diplomacy, assertiveness and ability to problem-solve and reach desired outcomes in complex and sensitive situations.
- High level of professionalism and outstanding work ethic.
- Commitment to improving the lives of vulnerable people, including the aged and those with disabilities and/or mental health issues.
- Ability to work with people from diverse backgrounds with compassion and empathy and without judgment for their lifestyle choices, personal preferences and values.
- Ability to work well both autonomously and as part of a multi-disciplinary team.
- Ability to achieve excellent outcomes based on individual needs.

Other:

- Current driver's licence and access to a reliable motor vehicle for work purposes.
- Current knowledge and commitment to equal opportunity in all aspects of employment and service delivery.

Desirable Selection Criteria

- Knowledge of the current reform within the disabilities sector (NDIS).
- Knowledge of and ability to research and keep up to date with changes in the disabilities sector.
- Knowledge of quality improvement principles.
- Qualification in Human Services.

Rate of Pay

The rate of pay will reflect the individual's level of experience.

The rate of pay will reflect the individual's level of experience and falls under the *Social Community Home Care and Disability Services Industry Award*.

The rate of pay also reflects the requirement of the position to work across a variety of locations including travel expenses and maintain a home office including computer, mobile phone, internet access, printer/scanner.

Appointment Pre-Requisites

Appointment is subject to:

- Working with Children Check (WWCC).
- Evidence of, and ongoing compliance with, Government health mandates and organisational policies and procedures, concerning infection control, including vaccination requirements.
- Current C or CA Australian Driver's Licence.
- Access to a reliable motor vehicle and appropriate motor vehicle insurance to use that vehicle for work purposes.
- Access to home office
- Completion of 100-point identification check
- NDIS Worker Screening Clearance
- Satisfactory reference checks

We embrace and acknowledge the value of diversity in our team and encourage all people to apply to join our workforce, including people who are neurodivergent, disabled people*, people from Aboriginal and Torres Strait Islander communities, all gender identities, people from the LGBTQIA+ community, and people of any age, race, national origin or ethnicity. Together we are stronger.

*Facilitatrix has chosen to adopt person-first language to refer to disabled people, but recognises that individual preferences vary in relation to this terminology.