

Location:

Supporting customers across Central Highlands and Melton area.

Classification:

Social, Community, Home Care & Disability Services Industry Award 2010

Organisational Focus:

Pinarc Disability Support provides a broad range supports services across the lifespan to individuals and families. We strive to make a positive difference in people's lives by providing them with opportunities to maximise their potential.

Underpinning all customer services is an approach to service delivery that is committed to ensuring that customers, their families and carers are at the very centre of decision making in matters related to their support needs and life choices. Our commitment includes supporting and empowering people of all abilities, Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as lesbian, gay, bisexual, transgender, intersex, queer, asexual/agender or other diverse sexual orientations and genders (LGBTIQ+). We actively promote the safety of children.

Primary Objective:

The **specific objectives** of this role are to strengthen participant's ability to connect with, and maintain, supports outlined within their NDIS plan.

Activities include:

- Exploring and linking to supports
- Coordinating a range of supports (funded, mainstream and informal)
- Monitoring participant's NDIS funding
- Ensuring service delivery is of satisfactory quality and resolving points of crisis
- Ensuring participants are well equipped for program and funding reviews

Duties and Responsibilities:

Service Delivery

General

- Manage an allocated case load of customers, as determined by the manager
- Understand the different levels of Support Coordination with everyone you support
- Maintain currency of knowledge related to all external guidelines and processes associated with your program area.
- Complete all organisational and program documentation, as required, in accordance with relevant timeframes

Work with customers and families to coordinate their supports in the following way:

Plan Implementation

- Identify and investigate options; funded, mainstream and informal
- Support participants to understand funding flexibility and limitations
- Refer participants to their preferred services
- Obtain agreements established with chosen services

Progress and Monitoring

- Work within agreed billable targets
- Work within the funding levels associated with each customer, by continually tracking and monitoring billable hours
- Management and adjustment of supports due to participant's changing needs
- Help to resolve points of conflict if problems arise
- Support to change services if problems cannot be resolved
- Ensure mainstream services meet their obligations (i.e. housing, education, justice, health)
- Strengthen and enhance the participant's abilities for greater independence to coordinate supports and participate in the community in the longer term

Review & reporting

As per program and/or NDIA requirement;

- Provide written reports, as required, on outcomes, successes and barriers to support participant funding reviews
- Gather and submit reports from relevant funded service providers to support the participant's funding review
- Attend NDIS planning and review meetings

Staff Supervision

- Actively participate in regular supervision with the manager

Relationships

- Regular attendance and participation in team meetings and other Pinarc meetings
- Liaise with internal and external stakeholders in relation to service delivery
- Collaborate with other service providers to ensure the needs of the customer are met

Organisational

- Utilise organisational systems provided to support work practices, as required eg. Supportability, Outlook calendar, HR3Kiosk, Teams
- Participate in the quality framework and associated activities to continuously improve services
- Be aware of and comply with Occupational Health and Safety systems and processes. Use safe manual handling principles in work undertaken for the role.
- Be aware of and comply with Pinarc policies and procedures available on dKnet
- Recognise and support cultural and spiritual diversity of service users
- Work collaboratively, recognising contributions from all members of the team
- Actively participate in collaborating with the broader organisation
- Maintain confidentiality of information received and given
- Positively represent the full range of Pinarc programs to the broader community

Qualifications:

Completed tertiary qualifications in human services field or equivalent

Experience:

- Minimum two years previous experience in support coordination

Other Requirements:

- NDIS Worker Screening Check (includes Police Check)
- Victorian Employee - Working With Children Check
- Pre-Employment Health Declaration
- Satisfactory completion of the NDIS Worker Orientation Module
- Victorian Drivers Licence

Key Selection Criteria:

- Demonstrated experience with minimum 2 years experience Working as a support coordinator under the NDIS
- Thorough understanding of the NDIS framework including legislation, funding categories, and participant rights and responsibilities
- Strong knowledge of local community, mainstream, and specialist services and the ability to connect participants with appropriate supports
- Excellent communication and interpersonal skills to build trust with participants, families, and service providers, and to advocate effectively
- Capacity to manage competing priorities and meet deadlines including maintaining accurate records and reporting requirements.
- Ability to work independently and as part of a multidisciplinary team with a proactive and solution-focused approach
- Understanding of person-centred and strengths-based practice ensuring participants exercise choice and control over their supports
- Proficiency in digital systems and NDIS platforms such as PRODA, MyPlace, and client management software
- Attention to detail and ability to work in a fee for service environment with billable target
- Recognise, respond and adapt to changing demands in the NDIS and work environment

Reports To:

Deputy CEO & Head of Service Delivery

Accountability:

Accountable to the CEO through the Deputy CEO & Head of Service Delivery

Extent of Authority:

According to the Delegations of Authority Policy.

Pinarc Disability Support Inc (Victoria) ABN 42 761 925 547

The liability of Pinarc Disability Support Inc ARBN 630 354 826 members is limited

Summary of Specific Responsibilities

Defined in	Responsibility
Conflict of Interest in Service Delivery : (Pi) Customer Services	(Pi) Support Coordinator
CS - Service Access : (Pi) Customer Services	(Pi) Support Coordinator

Other related Team/Group based responsibilities for **(Pi) Support Coordinator**

Employee/Volunteer Statement:

I have read, understand and accept the above Position Description for (Pi) Support Coordinator.

Signed: Date: ... / ... /

Name:

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