

## Forbes Allied Services Support Coordinator Position Description

<b>Position Title</b>	Support Coordinator
<b>Reports To</b>	SC Team Leader
<b>Status</b>	Full-time- Regularly scheduled hours Monday-Friday between 8am and 5:30pm
<b>Location</b>	Barwon and Melbourne Metropolitan areas
<b>Service Areas</b>	Barwon and Melbourne Metropolitan areas
<b>Salary</b>	SCHADS Level 3, pay-point dependent on level of education and previous experience.

### ROLE REQUIREMENTS

- Police Check – within last 6 months
- Working with Children check
- Car license
- Suitable vehicle
- Right to work in Australia
- NDIS Worker Screening Check

### MAIN DUTIES/RESPONSIBILITIES:

- Build professional relationships with clients
- Provision of support coordination to allocated caseload
- Support clients to access their NDIS funded supports in line intentions of NDIS plan
- Support clients to achieve their NDIS goals through linkage with appropriate formal and informal supports
- Manage plan budget appropriately in line with intentions of plan
- Work collaboratively with clients, their support networks and NDIA to work towards mutually agreed outcomes
- Maintain up to date knowledge of NDIS structure and systems including price guides and types of funded supports
- Build and maintain knowledge of local services to enable appropriate linkage/referrals for clients
- Maintain up to date client records including case noting
- Complete professional reports in line with NDIS requirements (i.e. progress reports)





### **MAIN DUTIES/RESPONSIBILITIES CONTINUED:**

- Comply with relevant legislation and codes of conducts
- Follow Work Health and Safety guidelines
- Use a coaching and strengths-based approach, following principles within the recovery model
- Engage with Leadership for regular supervision
- Engage in a professional development and a professional development plan with leadership
- Work towards achieving a stated KPI, including but not limited to, Case noting in the appropriate time frame, ensuring compliance tasks are completed and achieving a Billing efficiency of 85%
- Contribute to positive and supportive team environment.

### **SKILLS & EXPERIENCE**

#### **Qualifications:**

- Certificate in Mental Health, Community Services or Disability (or related health field) or willing to obtain qualification within agreed timeframe

#### **Experience:**

- Experience and/or knowledge of community health services
- Experience with and/or knowledge of NDIS services including of types of support available and overarching guiding principles.
- Experience in client-facing role with ability to demonstrate quality communication, organisational and engagement skills.

#### **Skills:**

- Highly organised and efficient
- Ability to uphold professionalism and respectful conduct
- Interpersonal skills – Ability to engage with clients, build rapport, coach and build positive and professional relationships
- Computer skills – ability to use basic computer programs
- Written skills – proficiency in report writing
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### **PERFORMANCE GOALS:**

- Provide support coordination duties in line with position description, including appropriate billing at Key Performance Indicators (85%) and maintaining weekly KPI records.
- Upholding professionalism while representing Forbes Allied Services when communicating with clients and other services
- Remain contactable during work hours
- Complete case notes within 24hours, following workplace procedure
- Engage in professional development
- Work within and contribute to a positive team environment

