

Specialist Support Coordination

Position Description – Service Delivery Requirements

Subcontract Role	Specialist Support Coordinator
Company Division	iCare Connections Support Coordination
Office Location	Victoria
Report To	Director
Other Relationships	<ul style="list-style-type: none"> iCare Connections Team NDIA and LAC's Disability and Mental Health Community Services Mainstream Services
Contracted Hours	As per individual subcontractor agreement
iCare Connections Environment	<p>OUR VISION An inclusive community where everyone is treated as an individual and with respect.</p> <p>OUR MISSION We connect people to their community and strengthen families. We deliver a service that has a positive and meaningful impact upon the lives of people living with a disability.</p> <p>OUR VALUES Integrity – We are open, honest and sincere in all interactions Diversity – We believe everyone has the right to equal opportunities. We challenge social injustice and advocate for change. We are committed to inclusive communities. Commitment – We are committed to our work and we don't give up Knowledge – Through continual research and training we build knowledge and lead conversations. Quality - We strive for excellence through continuous improvement.</p>
About the Role:	<p>The role of Specialist Support Coordinator is to assist people to find specialised services and supports in line with their NDIS plan goals and funding. The role involves:</p> <ul style="list-style-type: none"> Using your substantial knowledge and skills to ensure that the



	<p>person's goals are being achieved through advocacy and support.</p> <ul style="list-style-type: none"> • Researching, coordinating and managing a range of supports to suit the participant's needs across multiple providers. • Actively supporting participants to connect with their communities and encourage participation in both mainstream and community options. • Working closely with the person's family and support network. • Maintaining well documented evidence to demonstrate that iCare Connections and NDIS procedures are followed • Communicating professionally and being responsive when working with external providers within complex care teams. • Be effective in advocating for positive outcomes and ensuring service providers are meeting timelines. <p>This role may over time be modified and amended to ensure it is meeting business needs.</p>
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General Responsibilities

<p>Contribute to the Vision, Purpose and Ethos of iCare Connections</p>	<ul style="list-style-type: none"> • Act in accordance with the ethos at all times. • Maintain a high standard of professional conduct when dealing with internal and external stakeholders. • Contribute to the achievement of the strategic direction and goals of the organisation.
<p>Workplace Health and Safety</p>	<ul style="list-style-type: none"> • Adopt a risk management approach to problem solving to assist in identifying issues that may have ramifications for the client, family or wider community. • Participate in all workplace health safety policies and procedures as required.
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Manage your own time, set priorities, plan and organise your own quality work to achieve specific objectives • Demonstrate excellent understanding of the Disability Act 2006 and understanding of the policies and procedures generally associated with the provision of Disability Support Services • Identify potential crisis situations and proactively manage and coordinate with minimal support from manager. • Work within the funding levels associated with each client (continually track and monitor billable hours) • Take responsibility for own work outcomes and assist others to understand role and responsibilities • Develop and record progress of goals for clients that are specific, measurable, achievable, relevant and time limited (SMART) • Continually gather and document relevant information about clients from other services for the development of evidence based reports

	<p>and updates</p> <ul style="list-style-type: none"> • Be able to work independently in remote settings but maintain effective communication with management • Have strong administrative and record-keeping skills, ensuring adherence to privacy and confidentiality legislation • Ensure completion of NDIS participant service agreements and other related documentation
<p>Collaboration and Community Connections</p>	<ul style="list-style-type: none"> • Liaise and work collaboratively with key stakeholders to establish a mutual goal of coordinating service delivery and developing effective linkages relevant to the achievement of the individual's NDIS goals • Ability to effectively manage complex multi-disciplinary teams and services in the coordination of a participant's plan • Coordinate external meetings with clients, significant others and providers and follow up any outstanding actions in a timely manner • Develop and establish effective professional working relationships with funders and community organisations (mainstream and disability) that enable the delivery of client outcomes • Contribute knowledge in establishing procedures in the appropriate work-related field • Provide specialist expertise or advice in their relevant discipline and support the training focus of others within team
<p>Capacity Building</p>	<ul style="list-style-type: none"> • Empower clients to exercise 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 clients and their families enabling greater levels of independence • Develop and strengthen an individual's formal and informal supports • Support clients to engage with community partners, stakeholders to achieve a desired outcome • Actively participate in the development, implementation, monitoring, regular review and reporting of clients programs with key stakeholders which includes but is not limited to the following; <ul style="list-style-type: none"> ○ Determine client / community risk and prepare assessments ○ Review client records and maintain an understanding of their individual needs and support requirements ○ Review client goals and measure individual progress and document outcomes with clients and their supports
<p>Information Management and Communication</p>	<ul style="list-style-type: none"> • Become proficient in the operation and use of iCare Connections IT systems to keep up to date with organisational information and communication about work related issues. • Maintain up to date accurate and comprehensive client records and documentation within iCare Connections CRM (Careview)

	<ul style="list-style-type: none"> • Maintain comprehensive client records, record progress and outcomes towards achieving individualised goals on a daily basis • Continue to build and develop the iCare Connections contacts database to enable better efficiencies across the team • Model and actively engage in building an organisation that strives for excellence in organisational culture • Attendance and contribution to meetings, scheduled workshops and training opportunities • Keep updated on relevant community connection opportunities for clients
<p>Maintain high service quality and continuing professional development</p>	<ul style="list-style-type: none"> • Evaluate your work and seek feedback from those who you provide a service to. Adapt and update your work to incorporate outcomes and feedback. • Respond to complaints in accordance with iCare Connections policy • Collaborate and co-work with your colleagues and seek constructive feedback. • Reflect on the evidence base for your practice by participating in team reflective practice. Incorporate new information into everyday practice. • Develop a Continuing Professional Development Plan with your manager to plan and monitor professional development. • Reflect on challenges and successes in your work via group, peer and 1:1 supervision. • Access professional development and training outside of iCare Connections as appropriate. • Monitor and audit key service aims and outcomes regularly
<p>Participate in Projects as Required</p>	<ul style="list-style-type: none"> • Work within a project team in a cooperative and timely manner. • Participate within a project team and assume responsibility for shared leadership. • Undertake Project Management as required.
<p>Key Selection Criteria</p>	
<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> • Tertiary degree (Psychology, Occupational Therapy, Speech Pathology, Social Work, Developmental Education) with relevant experience, or associate diploma with substantial experience, or qualifications in more than one discipline. • Minimum of 2 years experience working with clients with dual diagnosis, forensic history, or homelessness • AND extensive 5+ years relevant work experience in mental health, disability or community health • Ability to work independently and autonomously and set clear priorities for self and others. • Highly developed inter-personal skills that gain the cooperation of

	<p>internal and external stakeholders.</p> <p>We welcome diversity in the workplace and invite people from other communities to apply. Suitably qualified Aboriginal or Torres Strait Islander applicants will be highly regarded.</p>
<p>Relevant Checks</p>	<ul style="list-style-type: none"> • Consent to undertake employee checks processes • Current registration with Australian Health Practitioner Regulation Agency • Police Check (Australia) • Working with Children Check. • Disability Worker Exclusion Scheme. • A current Driver's License. • International Police Check (where applicable) - if individual has a period of residence of 12 months or more in an overseas country during the last 10 years. • Right to Work in Australia. • A roadworthy vehicle with comprehensive insurance • We encourage people with a disability to apply and encourage full disclosure of illness or disability.
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • Self disciplined: 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 organization are achieved while 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.
<p>Experience</p>	<p>Ideally the successful candidate will be able to demonstrate:</p> <ul style="list-style-type: none"> • Knowledge and understanding of the National Disability Insurance Scheme (NDIS) and experience in utilising a range of community based supports and methods to achieve client 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



	<ul style="list-style-type: none"> • 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 interpersonal skills that gain the cooperation of internal and external stakeholders • Forensic experience is highly regarded <p>Candidates who do not meet this criteria but can demonstrate similar appropriate experience and values may be considered.</p>
<p>Knowledge</p>	<ul style="list-style-type: none"> • Communication: 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. • Client Focus: Follows through with commitments and demonstrates the ability to fully engage clients and provide a professional and ethical service at all times that promotes client choice and social and community inclusion. • Problem Solving: Assist with resolution of clients/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. • Community and inter-agency relations: Highly professional manner, works collaboratively with multiple stakeholders in formal and informal partnerships to achieve intended outcomes. • Professionalism and Time Management: Observes the iCare Connections Code of Conduct, manages time and uses tools effectively to assist with planning and organising tasks.

Confidentiality

Any information obtained during employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Please refer to iCare Connections Conditions of Employment and policies governing the areas of confidentiality and disclosure of information, particularly the Privacy Policy.

Occupational Health and Safety

Related legislation: OHS Act (2004) and associated Regulations and Australian Standards. iCare Connections recognises its moral and legal responsibility to provide a safe and healthy work environment. iCare Connections will maintain, as far as practicable, a working environment that is safe and minimises risk to the health and wellbeing of all staff, clients, contractors and visitors. Staff and contractors will at all times conduct themselves in a safe and responsible manner, with due regard to minimising potential risks within the workplace.

iCare Connections encourages staff and contractors to take a constructive role in promoting improvements in occupational health and safety, and to assist iCare Connections in achieving a



healthy and minimal risk work environment. It is a condition of employment that staff and contractors comply with all health and safety related policy and procedures and take part in activities designed to improve the health and safety of the workplace.

Training and Development

All staff and contractors will be required to participate in the annual performance development review process, which will be conducted by their designated Supervisor.

Staff will be expected to take part in any training or courses relevant to their area of work as may be deemed appropriate.

Other Relevant Information and Conditions

- iCare Connections is an EEO Employer
- The position is subject to the terms set out in the iCare Connections Human Resources Policy, Code of Ethics, and any future addition or variations to them. Tenure of the position is conditional upon ongoing observance of the iCare Connections Code of Ethics.

Authorisation

I have read, understood and accepted this position description as the basis of this role.

Subcontractor Signature:	
Subcontractor Name:	
Director Signature:	
Director Name:	Silvana Ferlazzo
Date:	