

Position: Support Coordination Manager



AUTISM ABILITIES

POSITION TITLE:	Support Coordination Manager
FTE:	Full-time
LOCATION:	Brunswick West office location/ can include some WFH – all areas of metro Melbourne &/or regional Victoria
START DATE:	June 2022
CLOSING DATE FOR APPLICATIONS:	28.05.2022

1. ABOUT AUTISM ABILITIES

Autism Abilities is a team of dedicated and caring professionals who are passionate about empowering and supporting autistic people to live life well. As an autism specific service, we know that the needs of each person on the spectrum are as individual as they are, and this knowledge informs and inspires us in our work every single day.

Established in 2018 as an NDIS Support Coordination service, Autism Abilities has grown from humble beginnings and a handful of clients to a team of nineteen people and two hundred and fifty clients. In 2022, Autism Abilities will continue its trajectory of steady and sustainable growth with the introduction of additional autism-specific services and a new office location. To support this growth, we are recruiting for the new position of Support Coordination Manager. This is an exciting opportunity to join an organisation with wonderful people, a big heart and a fantastic culture.

We are a truly values-driven organisation, and our core values are at the heart of the way we work and what we do every single day. Autism Abilities core values are:

- Be Knowledgeable
- Be Memorable
- Be Inspiring
- Make It Happen
- Come From the Heart

You can read more about our core values on our website: <https://autismabilities.com.au/values>

2. KEY RESULT AREAS & RESPONSIBILITIES

Key Result Area	Responsibilities
Supervision	<ul style="list-style-type: none">• Provide & document quarterly supervision to individual team members• Offer individual case consult appointments for team members to access for support if required (availability for 4 x 30 mins appointments per day)
Communication & Connection	<ul style="list-style-type: none">• Organise, prepare & facilitate effective, purposeful meetings including weekly Huddles and quarterly Support Coordination Team meeting• Manage the Support Coordinator Team & its associated channels in MS Teams providing relevant & engaging content and encouraging/increasing staff engagement with this platform

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	<ul style="list-style-type: none">• Work with CEO & other departments to facilitate communication and connection across the organisation
Knowledge	<ul style="list-style-type: none">• Stay up to date with NDIS & support coordination issues/developments• Develop networks & relationships with external stakeholders
Quality & Standards	<ul style="list-style-type: none">• Develop & implement effective continuous improvement practices• Conduct an annual survey of support coordination participants• Conduct an annual support coordination internal audit
Compliance & Risk	<ul style="list-style-type: none">• Ensure adherence with Autism Abilities Policies & Procedures in the Support Coordination team• Ensure compliance with the NDIS Code of Conduct & Practice Standards in the Support Coordination team• Work with the CEO to conduct a comprehensive risk assessment of the support coordination business and business continuity plans for support coordination annually
Business Strategy & Growth	<ul style="list-style-type: none">• Work with the CEO to explore & develop opportunities for growth and development of the support coordination business
HR	<ul style="list-style-type: none">• Work with HR & the CEO to recruit additional staff in accordance with business plan• Deliver comprehensive & engaging induction of new support coordination staff to the team• Conduct annual performance appraisals and learning & development plans with each staff member• Maintain accurate records/notes of meetings with staff• Approve staff leave requests and expenses• Address performance issues with staff
Caseload	<ul style="list-style-type: none">• Support Coordination (level 2 or level 3 SSC) caseload 10 hours per week
Reporting	<ul style="list-style-type: none">• Monthly reporting on support coordination budget, team performance, incident management reviews, feedback & complaints & issues

The position description may be amended at the organisation's discretion. You may be expected to perform other duties outside of those set in the position description as directed from time to time which are within your skill, qualifications, experience and competence level to meet operational needs.

3. ORGANISATIONAL RELATIONSHIPS

LINE MANAGER: CEO

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INTERNAL RELATIONSHIPS: Support Coordination team, team managers, marketing, administration, HR, CEO

EXTERNAL RELATIONSHIPS: Participants, NDIS, Local Area Coordinators, NDIS Planners, service providers, the general public, other stakeholders

4. ABOUT YOU....

We would love to hear from you if you:

- Are passionate about empowering and supporting people with autism to live life well
- Are committed to person-centred and strengths-based practice
- Have a minimum of three years' experience in a NDIS Support Coordination (or similar) role
- Have enjoyed leadership experience
- Have insight and in-depth understanding of autism (professional and/or lived experience)
- Strongly align with Autism Abilities' Core Values: **Be Memorable, Be Knowledgeable, Be Inspiring, Come from the Heart, Make It Happen.**

Additional criteria:

- Bachelor of Social Work or tertiary qualifications in relevant and related discipline *and/or* equivalent professional/industry experience
- Demonstrated knowledge of the disability sector and relevant legislation
- Demonstrated experience and commitment to supporting autistic people to participate fully in their community
- Sound knowledge of support coordination practice, assessment, family dynamics, community support networks and services available to people with a disability and/or their families
- Valid driving licence and reliable vehicle
- NDIS Commission worker screening check
- Working With Children Check
- COVID-19 status fully vaccinated

Autism Abilities is seeking only the highest standard of professionals with experience and/or qualifications in a relevant field. We are looking for individuals with the right skills and experience who align with our culture and values.

5. WHAT DO WE OFFER?

This is an exciting time to join a truly values driven organisation with a big heart and ambitious plans. At Autism Abilities we understand that our greatest asset is our team. In fact, 'Making Autism Abilities a Great Place to Work' is a key focus in our strategic plan. Joining our team means you can expect:

- **Positive culture** – enjoy coming to work every day alongside an incredible team of people who are all passionate about empowering and supporting autistic people to live life well
- **Good work/life balance** – don't spend your evenings or weekends worrying about work! We want everyone at Autism Abilities to love their work & understand that balance is essential to achieve this.

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- **Positive work environment** – in June 2022, Autism Abilities is proud to open its first office space – a place to meet with our participants, be more visible within our community and connect, learn and work together as a team. Situated in light & bright offices in Brunswick West with access to free secure onsite parking, a health club, local cafes & tranquil outside courtyard space anytime you want to connect with your colleagues or to provide therapy in a clinic setting this is the space!
- **Flexible arrangements** – while we love our new office space you don't have to be in it every day. At Autism Abilities you have the option to create the perfect balance to suit your life - work from home, come into the office or have the best of both worlds and do both
- **Regular supervision and heaps of support** – individual consults available every day, weekly team Huddle meetings, peer support opportunities and quarterly supervision – at Autism Abilities we work really hard to ensure everyone stays connected and feels supported
- **Training and development opportunities** – we know that investing in our team is critical to our success. You will have an annual training budget for your personal and professional development and the knowledge that you are joining an organisation that truly values learning and development.
- **Opportunities** – this is an exciting time to join Autism Abilities with strong opportunity for career progression as our organisation grows and develops.
- **Competitive remuneration** – competitive salary plus super according to skills, experience & qualifications.

5. APPLICATION DETAILS

If this sounds like you, we'd love to hear from you by 28th May 2022. Please forward your application in confidence to Claire Kilner, CEO at info@autismabilities.com.au including:

- A cover letter stating why you think this is the right opportunity for you
- Your current resume

Please note that Autism Abilities conducts thorough and detailed pre-employment safety screening checks. We will require evidence of relevant qualifications, a pre-employment disclosure statement regarding any pre-existing illnesses or conditions that may affect your ability to perform the inherent requirements of the position; police record checks; working with children checks and a NDIS worker screening clearance check.

The personal information that you provide in your job application and resume will be used for the purpose of assessing your application and will be treated in strict accordance with our Privacy Policy.

Autism Abilities takes pride in embracing diversity and fostering an inclusive culture where individual differences are respected and celebrated. We welcome applications from people of all ages, abilities and cultural backgrounds.

Thank you for your interest in Autism Abilities we look forward to hearing from you.