

Position Information

Position Title	Support Coordinator
Program	NDIS Support Coordination
Reports to	Program Manager
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 4

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The National Disability Insurance Scheme (NDIS) provides individualised support for people with disability, their families and carers. The NDIS provides all Australians with a permanent and significant disability, with the reasonable and necessary supports they need to live an ordinary life. NDIS is an improved approach of adhering to the needs of Australia's disability services and designed to deliver better integration of services for communities and ensure a more responsive system of service delivery that is able to meet the increasing complex range of needs of people with Disabilities. Coordination of Supports for NDIS participants is an important aspect in ensuring that participants are empowered to select their preferred provider and to develop an appropriate service agreement.

Reporting to the Program Manager, and an integral part of the Support Coordination Team, the Support Coordinator will provide Support Coordination for NDIS participants and work closely with Office of Public Guardian, Public Trustees, NDIA and service providers.

The Support Coordinator brings together multiple services and supports required to meet the complex needs of people living with disabilities and persistent mental illness. They will assist to connect and coordinate existing services and programs across a range of needs including mental health, general health, accommodation and housing support, and family support and employment services. Working closely with the Program Manager they will ensure that the coordination of supports for participants provides choice and control, is person centred and recovery focused.

They will play a key role in developing and delivering collaborative partnerships, internal and external to the organisation, which assist participants to access appropriate support services as identified in their NDIS Plan.

At times the Support Coordinator may be required to provide support or assistance to other areas of TeamHEALTH, which may involve travel and overnight absences.

Key Result Areas

1. Support Coordination

- 1.1. Provide Coordination of Support within the agreed timeline to NDIS participants consistent with the type of Coordination of Support included in the NDIS Individual Funded Package.
- 1.2. Identify and provide advice to the Program Manager on options and appropriate directions related to NDIS Support Coordination.
- 1.3. Champion the TeamHEALTH approach to accepting and streamlining NDIS referrals.
- 1.4. Support personal recovery planning and wellbeing through the provision of person centred supports consistent with their defined goals and aspirations identified in a participants NDIS plan.
- 1.5. Provide advice to participants and their carers on the evolving environment of the NDIS.
- 1.6. Complete all associated administrative work with NDIS Support Coordination.
- 1.7. Develop and monitor the Outcome Star and Individual Recovery Plans with participants.

2. Relationship Management

- 2.1. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.
- 2.2. Ensure all service providers engaged in the support of an NDIS participant have a shared understanding of the domains within the participants NDIS Plan and that all supports are provided in a co-ordinated and integrated manner.
- 2.3. Identify and implement engagement strategies that enable participant, family and carer input into NDIS support coordination.
- 2.4. Work effectively with persons of Aboriginal and Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.5. Foster effective working relationships with support providers that have a role in the support network of the participant, whilst ensuring the Support Coordinator's focus is maintained and not shifted to a service provider role.
- 2.6. Engaging with and ensuring services and supports are accountable, building service pathways and networks of services and supports for the NDIS participant.

3. Reporting and Evaluation

- 3.1. Prepare NDIS progress reports on a regular basis.
- 3.2. Track and report on individual NDIS plan expenditure.
- 3.3. Work with Program Manager in the development of policies, procedures, tools and operational guidelines relevant to the position.
- 3.4. Report and record hours worked against NDIS Plans.
- 3.5. Monitor and report on Key Performance Indicators set by Program Manager.
- 3.6. Actively participate in regular support and supervision with the Program Manager, including continued professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current NDIS worker screening clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Minimum Certificate IV level qualification in Mental Health, Disability Support or related area or minimum three years' experience in a recovery planning role within mental health or the disability sector.
6. Demonstrated knowledge of the National Disability Insurance Scheme.
7. Demonstrated understanding of strength-based approach, person centred recovery model.
8. Demonstrated ability to build relationships and communicate effectively with participants, families, carers and service providers including community services and government departments.
9. Demonstrated ability to manage workload in a busy environment and prioritise to ensure deadlines are met.
10. Demonstrated ability to analyse and exercise good judgment in problem solving and decision making with a commitment to strive for continuous quality improvement.
11. Demonstrate a high level of communication skills, including reading and writing, and demonstrated computer literacy.
12. Action orientated, flexible and innovative with the ability to work under general direction and collaboratively as part of a wider team.
13. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

14. Experience in a non-government mental health service.

Position Description Approval

Approved by	Kylie Beard, Executive Manager, Business Services
Date approved	7 November 2023
Signature	