



SUPPORT COORDINATOR

Position Title	Support Coordinator
Reports to	Senior Manager Disability Services
Business Unit	Disability Services
Award & classification	SCHCADS Level 3 to 4 depending on skills and experience
Capability framework	Level 2
Appointment status	12 Month Contract
Probationary period	6 Months
Hours	28 to 35 hours per week
Base location	Tweed Heads

Organisational Overview

We are a progressive, community-owned, social purpose organisation, driven by our values and focused on outcomes. We create opportunities for children, young people and families and increase social value in our community. We work in genuine partnership with community members and groups, non-government organisations, government agencies and businesses, to make a difference. Our work leads to progressive, measurable and sustainable social change.

We focus on building individual and community capability to develop solutions to social problems. We believe everyone has the ability to make a positive contribution to their community.

Our Values and Practice Principles

[Our Values and Practice Principles](#) our integral to the way we work.

Role Description

Our Support Coordinators are responsible for the provision of high-quality, NDIS funded Support Coordination Services.

Support Coordinators contribute to, and deliver disability support services designed to assist participants and their supporters with; skills development, independent living, increased social and community participation, and other goals using person-centred, strength-based and solution focused approaches.

The role assists participants to increase choice and control, coordinate connections to natural, mainstream and community supports that enable them to achieve their goals.

Key Responsibilities

1. Intake and on-boarding

- Promote and respond to referrals from internal and external support services
- Conduct phone and/or face-to-face assessments to establish suitability of referrals to Disability Services, and provide support options where eligibility requirements are not met
- On-board participants into Disability Services ensuring all on-boarding workflow procedures are completed and recorded

2. Support Coordination to participants with NDIS plans

- Assist participants to implement their NDIS plans using strengths-based, person-centered approaches that reduce barriers in the support environment and build participant's capacity to manage their NDIS plan independently
- Develop and maintain Participant Support Plans, adhering to TFC's approved policies and procedures for assessment, risk management, and participant support practices
- Actively coordinate, monitor and report on participant's Support Plan outcomes in accordance with TFC and NDIS reporting requirements
- Support new and existing Disability Services participants in all stages of NDIS planning and review
- Promote choice and control, capacity building, NDIS Plan implementation, and greater independence by providing relevant information to participants about the NDIS, plan budget flexibility, and financial management
- Actively work with participants to increase their natural and formal support networks
- Provide effective and efficient, time-limited supports that contribute to worker's billable-time targets

3. Community engagement

- Assess the needs of vulnerable communities and participate in joint community development planning activities
- Work collaboratively with community members and community partner agencies to identify and address social issues
- Participate in data collection and community feedback activities

5. Community and service provider networking

- Develop and maintain a good understanding and working relationships with local health and community service providers
- Collaborate with TFC staff and other service providers to ensure coordinated service delivery, and to share up-to-date sector knowledge and promote best practice
- Attend service provider network meetings as negotiated with the manager
- Co-ordinate and participate in community events, activities and TFC promotional events as negotiated with the manager
- Co-design and facilitate community engagement activities
- Actively promote TFC Disability Services, and other TFC programs and services

6. General

- Maintain service records including participant records and reports
- Identify and participate in TFC quality and continuous improvement initiatives

- Maintain and submit administrative documentation in an accurate and timely manner
- Attend regular supervision, annual reviews, relevant training and professional development

Capabilities

This role has been assessed at a Capability Framework Level 2. For specific capabilities relating this position please refer to the [Capability Framework](#)

Our Culture

The Family Centre [Cultural Elements](#) describe the qualities expected of all our people regardless of level or role.

Mandatory Requirements

Current National Police Check	Current Working with Children Check	Current Valid Drivers' Licence
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Inherent Requirements of Work Activities/Environment

This table outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Key Activity	Frequency
Work Environment <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities • Work in a team environment in an open plan office • Be exposed to complex situations • Be exposed to all outdoor weather conditions • Work office hours with the possibility of extended hours • Work at a computer or be in meetings for extended periods • Come into contact with people who display challenging behaviours 	Daily Daily Daily Occasional Occasional Daily Regularly
Administrative Tasks <ul style="list-style-type: none"> • Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time • Use technology including computer, photocopier, telephones (including mobiles), digital projectors and monitors and other emerging technologies 	Daily Daily
Transport <ul style="list-style-type: none"> • Drive vehicles possibly over long distances and in all traffic and weather conditions • Use public transport including trains, buses, trams and taxis 	Regularly Occasional
Manual Handling <ul style="list-style-type: none"> • Lift and carry items up to 15 kgs 	Occasional

