

POSITION TITLE:	Senior Coach Support Coordinator
FTE:	1.0 FTE
CLASSIFICATION:	Band 3.1.2
DIVISION:	NDIS Services
PROGRAM:	Support Coordination Services (NDIS)
LOCATION:	Home Office Base, Narre Warren Head Office, Bayside Region as well as work performed at the request of the organisation at any Windermere location as well as outreach. Work from home options available.
TENURE:	Ongoing
DATE:	TBC

1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities

Our Vision:

A stronger, connected and supported community

Our Promise:

Our many services working together with you for a better life

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPI's in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

Key Result Areas	Responsibilities	Performance Measures
Staff Supervision	<p>Provide effective individual supervision</p> <p>Provide effective learning circle facilitation</p> <p>Provide line management duties</p> <p>Support staff with service delivery such as debriefing, crisis management, information sharing, incident report management and escalating OHS and Risk issues identified</p>	<p>Regular individual supervision sessions with team members in line with policies and guidelines</p> <p>Regular facilitation of learning circle sessions and regular reflective practices with all team members</p> <p>Completion of appraisals, regular KPI tracking and performance management requirements with team members</p> <p>Daily operational support to staff</p>
Service Delivery	<p>Provide Specialized (Level 3) and standard Coordination of Support (Level 2) to strengthen and enhance consumer capacity to coordinate and manage supports, and participate in the community by:</p> <ul style="list-style-type: none"> • Engaging with consumers, their supports and other stakeholders in a professional manner. • Develop a risk assessment & action plan in partnership with the consumers and all stakeholders for each level 3 consumers. • Coordinate and attend regular Care Team Meetings with other service providers to effectively manage supports in place for the consumer. • Provide advice to Care Team Members on available/remaining funds in a consumers NDIS plan to ensure funds are available for plan duration. • Source and Connect consumers with appropriate supports - mainstream, informal and formal. 	<p>Individual risk assessment and action plan are in place for all level 3 consumers</p> <p>8-week and 9-monthly NDIA support coordination progress report</p> <p>Consumers and informal supports have increased their capacity over the course of their NDIS Plan</p> <p>Punctual for all meetings and events</p> <p>Tasks completed within specified timeframes</p>

	<ul style="list-style-type: none"> Using a mentoring and coaching approach to assist the consumer and informal supports to build their capacity and resilience. Supporting choice and control of preferred option/s or provider/s. Implementing their NDIS plans. Budgeting within their plan. Working towards achieving their goals in line with their NDIS plan. Identifying barriers and points of crisis. <p>Support the team in achieving high quality service delivery</p>	
Team Culture	Promote team development of effective culture and team dynamic	Work with the Team Leader and Manager to promote team development opportunities, professional development, and positive interactions of staff
Compliance, Administration and Reporting	<p>Ensure accountable practice through accurate and timely documentation.</p> <p>Report outcomes to consumers and relevant funding body</p> <p>Maintain accurate and up to date case notes on consumer progress</p> <p>Maintain up to date knowledge of the NDIS systems and practices and liaise with NDIA and LAC</p> <p>Maintain up to date knowledge of local services and organizations that consumers can utilize</p> <p>Inputting and maintaining consumer data in CRM</p> <p>Undertaking all administrative tasks promptly and efficiently including the updating on consumer related data entries.</p>	<p>As per Employee Performance Metrics requirements.</p> <p>Meet all Department of Health and Human Services and NDIS reporting requirements within specified timeframes</p>
Organisational expectations and directives in relation to policies and procedures and the agencies mission, vision and values	<p>Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line</p>	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p>

	<p>induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Positively embrace and adopt change as it occurs.</p> <p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment</p>
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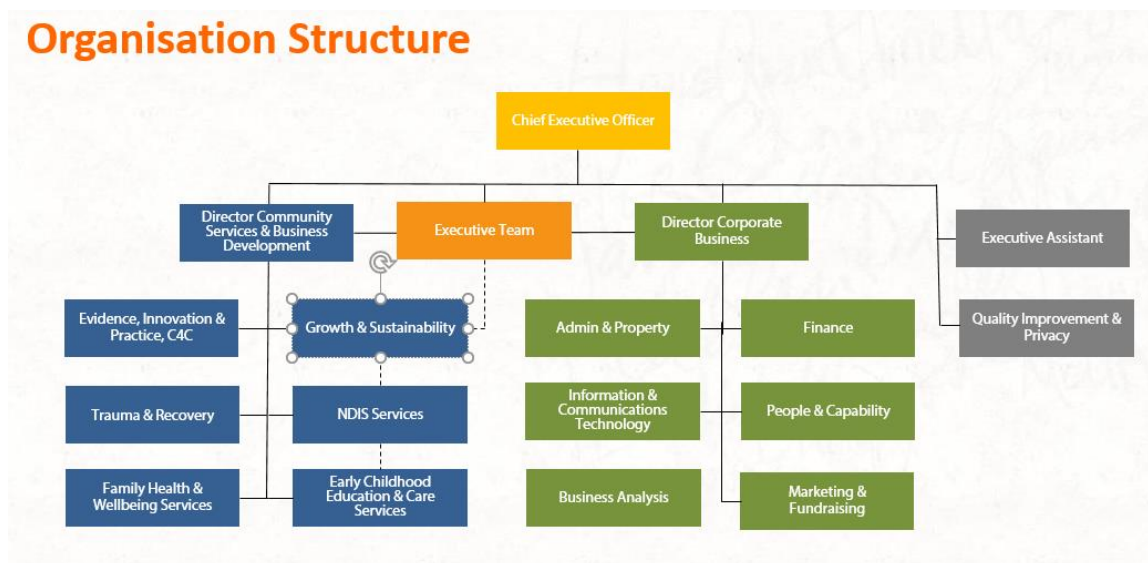
4. ORGANISATIONAL RELATIONSHIPS

LINE MANAGER: Team Leader Support Coordination Services

SUPERVISES: Up to 4 staff

INTERNAL RELATIONSHIPS: EITS, Plan Management

EXTERNAL RELATIONSHIPS: NDIS, LAC, Stakeholders



5. KEY SELECTION CRITERIA

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- Extensive Social Work experience working across the Community Services and Disability Services industry
 - Relevant tertiary qualifications in relevant or related discipline and/or equivalent professional/ industry experience
 - Minimum 3 years' experience managing, supervising and leading staff
 - Minimum 2 years' experience working as Support Coordinator Demonstrated knowledge of the Disability sector, relevant legislation including but not limited to the Disability Act 2006, National Disability Insurance Scheme Act 2013, Victorian Disability Standards and the NDIS Quality and Safeguards framework
 - Demonstrated skills in independent problem solving, negotiating, creative thinking, self-initiative and capacity building ability for self and others
 - Demonstrated knowledge of mental health, family violence, child protection and drug and alcohol services highly regarded
 - Experience working with people with multiple complexities highly regarded
 - Experience in Person Centered Planning, support coordination and facilitation
 - Demonstrated experience and commitment to supporting people with a disability to participate fully in their community
 - Experience of support coordination practice, assessment, family dynamics, community support networks and services available to people with a disability and/or their families
 - An understanding of the interface between statutory bodies and out of home care an advantage
 - Demonstrated ability to effectively manage use of time in fast paced, complex service environment
 - Ability to use relevant technology including phones, computers and consumer data systems
 - Demonstrated ability to work effectively as part of a team as well as work independently, including office based or remote off-site locations
 - Current Victorian Drivers' License
 - Willingness to undertake relevant pre-employment screening and checks

6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____