

Specialist Support Coordinator

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Practice and Business Development
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	To provide responsive, individualised services and support for each person and family consistent with the relevant legislation, their NDIS plan, Vinnies support coordination policy and quality framework, and funding guidelines.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical Governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Specialist Support Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their directorate
- Work with NDIS participants to implement their NDIS funded supports, by offering them information about their options, supporting them to make decisions to meet their goals and connections to the service providers including community and mainstream supports”.
- Coordinate services in participants’ NDIS plans including the management of complex multidisciplinary teams.
- Deliver high quality services in a timely manner including mandatory reporting to the NDIA and meeting SVDP guidelines.
- Provide advice and consultation with participants, their families and other stakeholders in response to complex and challenging situations.
- Provide support and advice to other support coordinators in relation to the delivery of services to NDIS Participants.
- Liaise and collaborate with key stakeholders to establish mutual goals of coordinating service delivery for participants.
- Prepare comprehensive reports in conjunction with relevant stakeholders.
- Contribute to the maintenance of registers, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment.
- Network and build the profile of SVDP Disability Services as a Support Coordination Service provider.
- Maintain accurate and complete records of your work activities in accordance with legislative requirements and SVDP’s records, information security and privacy policies and requirements.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society’s workplace health and safety practices.
- Ensure services are delivered within the framework of SVDP’s policies and procedures, legislative requirements, and meet the NDIS practice standards.
- Act in accordance with the organisation’s Code of Conduct and Member and Volunteer Charter; and comply with the organisation’s Workplace Health and Safety program.
- Adhere to effective risk management protocols and procedures that are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- To promote empowerment, choice and control and community inclusion of people living with disabilities and their families, consistent with their NDIS plan.
- To actively promote the Support Coordination Services to meet the billable hours requirement of the role and SC team”
- To promote a learning focussed, valuing and cooperative organisation that promotes the development and wellbeing of staff and volunteers.

Key working relationships

In addition to the Manager (Support Coordination) and their direct reports, the Support Coordinator will foster close working relationships with:

- Regional Partners, including Employment Relations, Work Health and Safety, Learning and Development, Mission and Spirituality, Facilities;
- Manager, Finance, Vinnies Services (Finance);
- Manager, Data and Reporting (Corporate Services);
- Manager, Program and Service Quality (Corporate Services)
- Manager, Business Development and Service Innovation (Vinnies Services)

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **People we serve' centric: (level 2)** Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership: (level 1)** Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus: (level 2)** Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration: (level 2)** Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership: (level 1)** Manage and mobilise resources to deliver change.
- **Team performance: (level 1)** Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement: (level 1)** Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement: (level 1)** Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen: (level 2)** Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- A tertiary qualification in one of the following disciplines:
 - Psychology;
 - Occupational Therapy;
 - Social Work;

- Speech Pathology
- Membership to with a regulatory body relevant to the tertiary degree (e.g. AHPRA, AASW)
- Minimum twelve months' experience providing Support Coordination or Case Management with complex clients (Desired).
- Knowledge of National Disability Insurance Scheme and relevant legislation including the NDIS Act 2013 and Disability Act 2006.
- A commitment to a Person-Centred Active Support Model which focuses on client choice, strengths and active participation in their life.
- Expert communication (both written and oral) skills and able to manage complex relationships.
- Flexible and able to work effectively within a changing environment.
- High computer literacy including proficiency in the Microsoft Suite.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a Working with Children Check (Employee), obtaining Disability Worker Exclusion Scheme clearance.
- Current NSW Drivers Licence and the right to work in Australia.
- NDIS New Worker Screening and the Certificate of completion for The NDIS Worker Orientation Module – Quality, Safety & You or willingness to obtain Certificate of completion.

Desirable criteria

- Previous Specialist Support Coordination experience
- Knowledge of the NDIS Operational Guidelines