

Position description

Specialist Support Coordinator – Salisbury

Section A: position Details

Position title:	Specialist Support Coordinator
Employment Status:	Full Time
Classification and Salary:	Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010 – Social & Community Services Employee Level 5
Location:	Salisbury
Hours:	Must be available between 8am-8pm Monday - Friday
Contract details:	Permanent

Organisational context

Pathways To Recovery is a private business in South Australia, designed to operate within the National Disability Insurance Scheme (NDIS). We offer disability and mental health support services to NDIS participants, and to the general community. We were borne from a desire to bring the disability and mental health sectors together so that people can access the support they need to live where they would like to live.

Pathways To Recovery prides itself on being flexible and innovative. We use a recovery approach in our work with all participants, and respect that finding meaning in life is an individual process for each person. We believe that motivation comes from within, so we focus on developing strengths and values and working on the goals that the participants recognises as important to them, no matter how big or small.

Position Context

The NDIS is a person centred, social insurance scheme established to provide support for people who have a permanent, or likely to be permanent, disability for the whole of their lives. Its intent is to give individuals:

- Choice and Control in the delivery of supports and services
- Holistic person centred planning
- Tailored individual funding packages that move with you

Pathways To Recovery aims to support participants with a permanent disability to live the life they want to live. We support people with a range of primary diagnosis, including but not limited to; MS (Multiple Sclerosis); ASD (autism and aspergers syndrome); ABI (Acquired Brain Injury); Psychosocial Disability (severe

and persistent mental ill-health); and dual disability (mental ill-health and another disability diagnosis). NDIS participants with an NDIS package are able to purchase reasonable and necessary supports, as decided in conjunction with their NDIS planner. NDIS packages are tailored to provide a range of services and interventions to address the participant's individual needs.

Position overview

The role of the Specialist Support Coordinator is to provide Support Coordination within a specialist framework, necessitated by specific high level risks in the participant's situation. This support is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting the participant to connect with supports and build capacity and resilience. It may also involve development of an intervention plan which will be put in place by Disability or Mental Health support workers.

By using a community development approach, the Specialist Support Coordinator will build their local knowledge of the available services and will seek to encourage a recovery orientated approach by these services.

The successful applicant for the Specialist Support Coordinator position will bring solid experience in the community services environment. In particular, they will bring support coordination/case management skills and stakeholder engagement ability, and demonstrate an understanding of how best to access, advocate for, and maintain services for participants living with a disability/psychosocial disability who have complex needs. This experience will be complimented by excellent report writing skills and a keen and dedicated commitment to supporting recovery and improving outcomes for people living with disability/psychosocial disability in our community.

Period of employment

Permanent Full Time

Accountability

The Specialist Support Coordinator is accountable to the Support Coordination Manager, *Pathways To Recovery*.

Conditions of employment

- The terms and conditions of employment will be in accordance with the Social, Community, Home Care and Disability Services (SCHCDS) Industry Award – Social and Community Services Employee Level 5.
- Criminal record checks completed within the last 6 months must be supplied for all new appointments. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, an International check is required.
- DCSI clearances (Disability & WWCC) must be supplied before commencement of work.
- You will be provided with a laptop and mobile phone

Section B: application procedure

To discuss the position, please contact:

Damon Hugo, Acting Manager. Ph: 08 8281 3626

Applications should include a Resume and a Cover Letter explaining:

- your relevant experience;
- your interest in the position;
- why you would like to work at *Pathways To Recovery*.

You do not need to provide a written response to the selection criteria.

You will need to include three current referees. One must be your current line manager (if not currently employed your last line manager is sufficient).

Please email your application to: recruitment@pathwaystorecovery.com.au

Section C: key responsibilities

Provide Specialist Support Coordination Services to NDIS participants

- Accept referrals and engage NDIA participants
- Engage with individual participants and collaboratively implement their NDIS plan
- Provide initial assistance linking participants to appropriate providers to meet the needs identified in their NDIS plan
- Coordinate a range of supports including informal, mainstream and funded providers
- Engage informal and formal support networks, resolve points of conflict or crisis to develop participants capacity and resilience within their own network and community
- Provide time limited specialist support coordination to address high level risk and assist the participant to connect with supports and build capacity and resilience
- Develop intervention plans for implementation by disability and mental health support workers as required
- Provide regular feedback and reports to the NDIA and participate in the review of the package as required
- Comply with all *Pathways To Recovery* policies and procedures, including all WH&S procedures to ensure safe work practices
- Perform any other duties as required by Management that is within candidate skill level and capabilities.
- Attend relevant professional development training as approved by your Manager

Participate fully as a team member

- Using the team approach to support work, cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to participants
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Assist the team to further develop best practice and review and develop policies
- Assist the team to regularly evaluate the effectiveness of the service in consultation with participants

- Support *Pathways To Recovery* efforts in reducing our impact on the environment and work towards a sustainable future

Develop and foster partnerships

- Represent *Pathways To Recovery* and the NDIS program on relevant committees, advisory groups and other events as required
- Build awareness of the NDIS program's benefits with key stakeholders
- Develop collaborative working relationships within the team, with NDIS staff and external stakeholders
- Establish and maintain sustainable service pathways, partnerships and support networks to meet participant needs
- Involve carers, family and friends (and other support networks) as identified by the participant in the NDIS Plan for the participant

Maintain records and resources

- Collect, collate and maintain data on all participant interactions, ensuring that the data is accurate, up to date and complies with reporting guidelines
- Collect information on local community services and supports
- Maintain participant records/case notes and statistical information relevant to the Program
- Provide regular feedback and reports to NDIA as required
- Participate in the review of the package as required and regularly report to management regarding achievement of participants individual plans

Section D: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success as a disability and mental health service that provides high quality support services to people living with disability/mental ill-health.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, caring for someone who has a disability/experience of mental ill-health, and those with lived experiences of disability or mental ill-health and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness, respect, responsibility and hope
- Demonstrates integrity and credibility, and fosters open and honest communication
- Demonstrates commitment to the organisation and its values

Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with participants, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate, own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with participants
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

Planning, organising and problem solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Excellent Computer literacy
- Current full Australian driver's licence (not provisional)

- A roadworthy vehicle insured to a minimum level covering third party property damage (comprehensive cover is recommended)
- Bachelor of Social Work, Psychology, Occupational Therapy, other Allied Health (developmental educator, social or health science)
- Current Child Safe Environment Certificate
- Experience working with clients with a disability/complex mental health diagnosis
- Experience working with clients with a dual diagnosis/forensic history highly desirable