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| **Position Title** | **Support Coordinator**  | **Department** | **Support Coordination**  |
| **Reports to**  | **NDIS Manager**  | **Effective date** | **February 2024** |
| **Responsible for** | **N/A** | **Location** | **Victoria or Tasmania** |

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| **Organisation Overview** | Expression Australia (formerly Vicdeaf and Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity. Expression Australia is an iconic and progressive community organisation, rapidly evolving commercially oriented business and leader in providing services to people who are deaf, hard of hearing or who experience barriers to participation. Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community. |

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| **Role Overview** | Support Coordinators ensure National Disability Insurance Scheme (NDIS) plans are understood by participants and implemented (appropriately used). Although employed by Expression Australia and bound by the policies, procedures and values of the organisation, they provide independent advice and referrals to best meet the needs and goals of participants. Support Coordinators adhere to a policy of no-conflict of interest. Support Coordinator aim to:1. Link clients/participants to the supports they need to participate more fully in the community and live independently
2. Support clients/participants to build capacity to coordinate their own supports where possible
3. Ensure mainstream services meet their support obligations
4. Develop evidence of support needs and report on plan progress to Local Area Coordinators (LACs) and National Disability Insurance Agency (NDIA) planners.
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| **Job Specific Responsibilities***Key performance indicators will be clearly defined through the performance planning process.* |
| **Contribute to the achievement of Expression Australia’s strategic objectives** | * Advance Expression Australia strategic plan and its vision through executing the organisation’s strategic priorities.
* Model behaviours that are consistent with the mission and beliefs of the strategic plan.

Model behaviours that reflect our values |
| **OHS & Quality Compliance** | * Take reasonable care for their own health and safety, and health and safety of others
* Adhere to OHS guidelines
* Adhere to the organisation’s Quality framework
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| **Activate & maximising NDIS plans** | * Develop and maintain a comprehensive understanding of the NDIS and relevant price guides
* Understand NDIS plans and translate them into claimbable actions
* Develop and maintain productive and positive relationships with clients/participants
* Understand participant needs using positive person-centered approach
* Understand specialist supports for deaf people and hard of hearing people
* Connect participants with appropriate supports
* Assist participants to resolve challenges, issues and points of crisis through coaching and conversations
* Support participants to build capacity to coordinate their own supports where possible
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| **Stakeholder engagement**  | * Provide choices regarding service providers and facilitate referral process
* Ensure that service providers understand the needs of participants and their obligations under legal and process frameworks
* Inform providers about their responsibilities when providing support to Deaf and hard of hearing participants
* Liaise between Local Area Coordinators/service providers and participants to ensure support needs are met (interpreting, cultural understanding, awareness training etc)
* Actively raise awareness of participant needs and rights
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| **Data collection and reporting**  | * Plans are monitored and reviewed promptly
* Participant feedback is recorded in relevant sections and recommendations for service improvement given to Access Coordinators and Managers of Linkages and Supports and Access and Service Design
* Adhere to NDIA Support Coordinator review processes accurately
* Submit detailed Support Coordination progress reports following NDIA timeframes (usually every 3 months)
* Collect evidence that assist LACs and planners to ensure that plans are appropriate
* Complete organisational statistical data collections as required
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| **Administration and compliance**  | * Adhere to all NDIS and Expression Australia administration requirements including NDIS Quality and Safeguards Framework.
* Use the client management system to manage and maintain client information, including adding client case notes and service deliveries on the day they occur where practicable, or the following business day, and within business processes.
* Ensure client information is accurate and up-to-date
* Enter case notes within 24 hours of providing participant support
* Monitor NDIS participant funding/expenditure (and keep within total approved funding allocation
* Report on issues that impede progress of plans
* Process claims weekly to ensure adequate cash flow for the program
* Participants are provided with required information about Expression Australia, and our responsibilities under the Disability Act 2006 and DHHS Standards 2012 and with regard to Individual Plans/Service Agreements
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| **Claimable supports** | * Provide only supports that relate to NDIS plans and that are claimable, unless approved to provide unfunded supports by the General Manager, Linkages and Supports
* Provide agreed target of chargeable supports per working day
* Monitor funding allocations and take appropriate actions to ensure funding is maintained
* Provide approved unfunded supports only as directed by GM, and only within approved timing allocations
* Claim for all chargeable hours provided (understanding the impact on service viability if this is not done)
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| **Contribute to the Support Coordination Team and Expression Australia** | * Actively and positively participate and contribute in team meetings
* Participate in training and personal development activities
* Undertake duties in accordance with relevant Expression Australia policies and procedures
* Liaise and work collaboratively with other Expression Australia teams and external service providers
* Undertake other duties that support the organisation as required
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| **Core Capabilities (including Expression Australia Values highlighted in orange)** |
| **Respectful***Behaving ethically appropriate, respectful of culture and community and providing person centred services to clients and others* | Provides high level of person-centred service and meets needs of clients. Able to resolve common client issues. Consults with clients about service design & delivery | **Diversity***Showing respect for diverse backgrounds and experiences* | Adheres to policies, goals, objectives, and philosophies of valuing diversity in performing everyday duties and responsibilities. Embraces diverse capabilities of other team members. |
| **Technology***Using and understanding technology to improve service delivery* | Able to understand and work effectively with technology advancements and applies technical knowledge of IT systems to ensure access to, and security of, the system | **Accountable***Demonstrating responsibility for own work* | Demonstrates knowledge of understanding of how their role impacts on the wider organisation and team. |
| **Adaptive/Resilience***Demonstrating and developing individual coping strategies* | Understands how to deal with and adapt to difficult and pressurised situations. May seek guidance in how to deal with difficulties in the workplace. Maintains positive outlook. | **Progressive***Innovating and looking at ways to improve the lives of our clients and communities* | Understands the need for resourcefulness, creativity and adaptability within role boundaries. Takes responsibility for continuous improvement and risk mitigation in own work. Resolves routine problems and suggests changes. |
| **Inclusive***Working effectively and engaging with others to achieve a common goal* | A skilled team member, acting as a resource for a small work group on a regular basis. Shares knowledge and information with less experienced team members. May seek specialised help or notify progress of work. | **Commercially** **Focused***Ensuring that all services are right for our clients and our organisation* | Has a professional understanding of some specific areas relevant to the role. Provides and obtains accurate and timely information to meet service delivery needs. Has the interpersonal skills required to advise and assist a person with a disability and other customers on issues. |
| **Auslan** | Our organisation is bi-lingual and bi-cultural, where Auslan and English are both utilised languages. The learning and use of Auslan is encouraged and endorsed in the workplace. Along with a willingness to learn Auslan, possess a positive attitude towards continuing to improve language skills is imperative |

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| **Job Specific Capabilities** |
| **Problem Solving -** *Thinking and analysing to develop solutions to problems*  | Approaches own work and problem resolution creatively and flexibly. Supports innovation and creativity at the individual and team level.  |
| **Plan -** *Applying proper planning to achieve priorities* | Actively manages own workload and time management. Adheres to reporting, documentation and administrative requirements. Maintains appropriate notes and other documentation to required standard. |
| **Manage Risk -** *Ensuring that risks are effectively managed*  | Complies with external requirements and internal policies and procedures in regard to compliance. Acts on identified risks and compliance issues as directed by manager. |
| **Negotiation –** *Convincing others to take an equally beneficial course of action* | Negotiates and influences independently to resolve issues most of the time. Occasionally requires direction. Is familiar with a number of negotiation and influencing strategies |
| **Solutions focused -** *Operating with solution focus approach for clients* | Assists clients with support and services to meet inclusion goals. Utilises and develops relationships to achieve access and address barriers to participation. Communicates regularly to ensure progress towards goals. |

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| **Knowledge, Skills & Experience** |
| **Essential*** Excellent written English skills
* Experience in using, or willingness to use, a client management system to capture client information
* Knowledge of the barriers faced by the Deaf and hard of hearing communities
* Caseload experience
* Experience in writing assessments and reports
* Positive, resilient and flexible attitude
* Excellent interpersonal skills
* Highly developed organisational skills
* Ability to show initiative and work independently

**Desirable*** Comprehensive understanding of the NDIS
* Experience in working with a broad range of tasks
* Proficiency with a wide range of technology platforms
* Proficiency in Auslan
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| **Education / Qualifications / Certifications/ Memberships** |
| * Relevant qualifications in Social Work, Community Development, Disability Studies or Human Services equivalent preferred
* Current Drivers Licence
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| **Travel Requirements** |
| * Travel to attend planning meetings may be required
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| **I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.** |
| **Employee signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |