



Position Description

Position Title:	Support Coordinator
Service Area:	Client Services
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Level 4
Location:	3 Powell Lane, Charters Towers, QLD, 4820.
Reporting To:	Client Services Manager
Direct Reports:	Nil
Issue Date:	08 December 2021

The Organisation

Prospect Community Services Ltd. is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

Position Purpose

The Support Coordinator will engage with individuals and their families in the development of plans that ensure the needs and wishes of the clients are addressed and life opportunities are expanded. Support Coordinators assist in the choice of services and supports, co-ordinate the provision of services and support, and monitor the delivery of services and supports. Your role will promote individuality, choice and control.

Position Responsibilities

The Support Coordinator will be responsible for:

- Assisting clients to source, link and co-ordinate funded and mainstream service providers they have chosen as part of their NDIS Plan
- Support clients to identify and build informal supports
- Resolving points of crisis
- Develop client independence, resilience and capacity
- Be a key point of contact on behalf of the client with NDIA and all services and supports to ensure the full implementation of the clients NDIS plan as required
- Actively participate in meetings/networking as appropriate
- Attend regular professional supervision sessions
- Maintain accurate files and contribute to reports as required
- Liaise with stakeholders including clients, families and other service providers
- Participate in own performance management review sessions and undertake identified staff development activities
- Actively participate in Prospect meeting all workplace health and safety obligations

Other Duties

- Participating in quality improvement processes.
- Implementing Prospect Community Services Ltd.'s work health and safety risk management processes.
- Complying with all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
- Adhering to Prospect Community Services Ltd. policies, procedures, and guidelines.
- Performing designated tasks and duties as rostered, and undertaking such other reasonable tasks and duties as instructed by Prospect Community Services Ltd.

Key Selection Criteria

Qualifications/Experience

- Experience in working with persons with a disability, their family and/or carers

Skills and Attributes

- Experience in co-ordinating responsive, individualised support to persons with a disability, their family and/or carers
- Demonstrated skills in establishing empowering and supportive partnerships with clients and their family and/or carers
- A commitment to person-centred and family-centred practice and maximising the opportunities and support of participants with disabilities and their families within their local communities
- Highly developed oral and written communication skills
- Well –developed interpersonal, negotiation, mediation and communication skills including the ability to negotiate and problem solve
- Ability to use innovative approaches to working with persons with a disability, their family and carers
- A demonstrated ability to work effectively in collaborations with other relevant community and government organisations
- A demonstrated ability to work both autonomously and as part of a team.

Mandatory Requirements

- Current Queensland Driver Licence.
- Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children check).
- Possession of, or eligibility to obtain, a current NDIS Worker Screening Prescribed Notice (Criminal History Screening)
- Ability to pass drug and alcohol screening.
- Prospect Community Services staff are required under the 'Workers in a healthcare setting (covid-19 Vaccination Requirements) Direction to have received the prescribed number of doses, including a prescribed booster dose, of a COVID-19 vaccine approved for use in Australia by the Therapeutic Goods Administration or endorsed by WHO-COVAX before commencement of employment. Proof of immunisation status is required.
- Proof of current influenza vaccination and ability to maintain is required.



Performance Appraisal

This position is subject to:

- Probationary performance appraisals at or before the end of each of the incumbent’s second, fourth, and fifth months of employment; and
- Annual performance appraisals on the anniversary of employment.

Note

It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.

Certification

Employee

I hereby acknowledge that I have read, understood, and agree to comply with this Position Description. I accept all position requirements, including its responsibilities and key performance indicators which may be altered in accordance with the changing requirements of the role.

Name	Signature	Date

Direct Supervisor

I certify that this Position Description is an accurate representation of the current requirements of the role.

Name	Position	Signature	Date