

SUPPORT COORDINATOR

DAISI's primary task is to work with older people, those of all ages with disabilities and their family, friends and carers; and the marginalised and disadvantaged to maximise their capacity to participate in their community by providing connection, information, referral and advocacy.

The role of Support Coordinator is to:

Provide assistance to strengthen participant's abilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources.

DAISI'S VALUES

Vision

Empowering disadvantaged people to live a meaningful, personally satisfying and ordinary life.

Mission

Connecting the disadvantaged to community, formal and natural supports, to enable their full potential.

Trust and accountability: *establishing trust by being honest, open and transparent by doing what we say in every relationship and by ensuring we take ownership for our actions and decisions.*

Individualised practice: *Being responsive to the needs of individuals and ensuring the person is at the centre of decision making.*

Sustainability:

Ensure that all we endeavour to do is cost effective and sustainable, giving value for money to our customers.

Capacity building: *Developing capacity by providing information and support to both individuals and the community*

POSITION DESCRIPTION

Position Title:	Support Coordinator
Location:	Various –Gold Coast, Tweed and NSW Far North Coast
Terms:	full-time or part-time
Hours:	76 hours per fortnight
Days:	Monday to Friday
Award:	Social, Community, Home Care and Disability Services (SCHCADS) Award Level 4.1 (Grade 3, Year 1)
Reports to:	DAISI Chief Executive Officer or designated supervisor
Responsible for:	Effective service delivery of Support Coordination to DAISI customers

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Act within the values of the organisation and utilise those values in framing decisions and in working with colleagues, customers and the public.
- Works collaboratively with the DAISI team
- Contributes to the design, implementation and coordination of individual person-centred plans and practices which deliver effective outcomes and meet client service delivery needs.
- Works in consultation with the customer, family carers and other stakeholders, to develop an understanding of individual client needs, aspirations and expectations and sought outcomes as articulated in the plan.
- Assists with identifying potential informal supports and opportunities for increased community connections and inclusion.
- Works in consultation with the customer, family carers and other stakeholders, to develop their capacity to enact their plan and develop the necessary connections and relationships to enable them to achieve outcomes articulated in their goals.
- Assists the customer to enact their plan

STATEMENT OF DUTIES:

Summary of main duties to be performed,

- Builds individualised plans which meet the individual's needs, aspirations and expectations.
- Discuss options, develop goals, match services and supports to achieve goals, and ensure that services remain within the allotted budget.
- Assists the customer to enact their plan
- Assesses a number of mainstream, community, informal and provider options
- Assists the customer to choose preferred options or providers
- negotiate services to be provided and their prices, develop service agreements and create service bookings with preferred providers
- negotiate services and prices as part of any quotable supports
- arrange any assessments required to determine the nature and type of funding required (eg assessment to determine the type of complex home modifications required)
- works with the customer, family carers and other stakeholders to decide the budget for each support type and advise any relevant plan manager of the breakdown of funds
- liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds
- works with the customer, family carers and other stakeholders to link to mainstream or community services (i.e. housing, education, transport, health)

- works with the customer, family carers and other stakeholders to strengthen and enhance their capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to:
 1. resolve problems or issues that arise
 2. understand their responsibilities under service agreements
 3. change or end a service agreement
 4. understand what the service provider responsibilities are
- Shares, develops and promotes knowledge on individualised approaches with those currently receiving support, as well as potential service recipients.
- Prepares a range of project related documents as instructed, including status updates, reports, budgets and discussion papers.
- Builds and fosters key strategic relationships with external stakeholders to develop and maintain positive relationships that promote positive outcomes for DAISI and its customers.
- Proactively contributes to a cohesive service support delivery team and overall performance, including the sharing of knowledge.
- Promotes a workplace commitment to employment equity and diversity, work health and safety (WHS), risk management and ethical practices.
- Focus on building the capacity of individuals and their families and networks, so they can increase their independence and build sustainable, positive lives.
- Assist with identifying potential informal supports and opportunities for increased community connections.
- Utilise mainstream services and community options and navigate the disability service system as appropriate.
- Assist in the monitoring and review of support plans by individuals and their personal support networks as required.
- Facilitate the resolution of competing views in relation to a person's goals and aspirations and support plan, including conflict between the person with a disability and their family and carer.
- Contribute to promoting a culture which enables people to make informed choices and recognises each individual's rights to a valued lifestyle.
- If required, travel to/from home visits, training, conferences and meetings.
- aiming to ensure that conditions of the person's everyday life are the same as or as close to the norms and patterns as are valued in the general community
- meeting individual needs and goals in the least restrictive and intrusive way
- promoting wider recognition of a person's valued role and status
- promoting participation in the life of their community
- ensuring that no single organisation providing services exercises control over all or most aspects of a person's life
- providing opportunities to actively realise goals which are valued by the community and appropriate to their chronological age
- ensuring a person has the opportunity to direct decisions that affect their lives

- ensuring where required, a person has access to advocacy support to enable full participation in decision making
- recognising the importance of families, friends and supporters, including their cultural, religious, and linguistic environments
- recognising and respecting the person's right to privacy, dignity and confidentiality
- ensuring the legal and human rights of a person with a disability are maintained in relation to the prevention of sexual, emotional and physical abuse

Relationships:

- Build key strategic relationships with external stakeholders to ensure services are informed by and meet changing community and business area expectations
- Develop and maintain positive relationships with individuals, families and carers, team members, service providers and the wider community in order to promote positive outcomes for people with disability
- Understand the needs of people from culturally and linguistically diverse backgrounds and engage effectively with those communities regarding service delivery and inclusion
- Build effective relationships with the indigenous, CALD, LGBT and other communities and their members

Reporting:

- Submit reports to DAISI CEO and Board of Directors as requested.
- Provide detailed updates during scheduled supervision to the Chief Executive Officer.
- Provide timely and accurate reports of any complaints, compliance issues or any other critical information to the Chief executive officer or supervisor as per DAISI policy and procedures.

Administration:

- Establish and maintain all necessary databases and record keeping tools
- Coordinate and perform general office duties to ensure the efficient operation of the support planning program.
- Maintain client records as per DAISI systems and Privacy Policy.
- Work within DAISI WHS requirements and report any in office or on the job hazards as per DAISI Policy and Procedures.
- Complete personal internal paperwork on time which can include, timesheets, shift reports, incident reports, file notes etc
- Assist the DAISI team in its daily duties when required by the Chief Executive Officer or Supervisor.
- Attend regular staff meetings and provide reports.
- Adhere to the organisations policies and procedures including the company car use Policy.