

## Position Description

<b>Position</b>	<b>Support Coordinator</b>
<b>Reporting to</b>	Service Delivery Manager, Support Coordination
<b>Division</b>	Consumer Directed Care
<b>FTE</b>	Full time
<b>Location</b>	Coverage across defined area within ACT/NSW/TAS/VIC including Regional areas

### Organisation

MS Plus, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

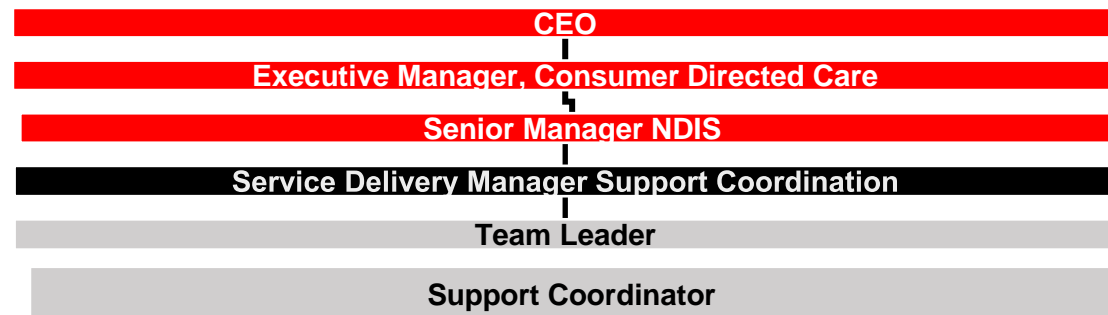
### Role Purpose

This role will:

- Support NDIS participants to pursue their individual goals, objectives and aspirations
- Support NDIS participants to build capacity and increase their independence
- Support NDIS participants to build their capacity to actively take part in the community sustainably

This role is responsible for the coordination of NDIS plans for participants utilising Support Coordination funding.

### Team structure



### Key Responsibilities

Key focus area	Success factors
<b>Organisational and Administration Support</b>	<ul style="list-style-type: none"> <li>• Manage a caseload of NDIS Support Coordination participants</li> <li>• Supporting NDIS participants to understand their NDIS plan, goals, objectives and use of NDIS portal for delivery</li> <li>• Maintain a continuous improvement culture &amp; support the implementation of business strategies</li> <li>• Assist NDIS participants to strengthen their capacity to establish and sustain networks, support services, linkages and relationships</li> <li>• Assist NDIS participants to communicate with NDIA when required to support their own plan requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• Application of NDIS Quality and Safeguarding framework principles to ensure continued high-quality supports are delivered across the organisation</li> <li>• Actively strive for solutions that proactively manage the balance between Participant / Service risks and maximise on NDIS participant outcomes</li> <li>• Full compliance with National Disability Standards as per MS Plus's framework</li> <li>• Documentation, reporting and communication of key information is maintained according to internal and external requirements</li> <li>• Minimum 75% Client-Focused Time KPI met consistently across each month. Service provision is billed in a timely manner to ensure revenue flow achieves budget</li> <li>• Attend frequent Individual Supervision and Team meetings</li> <li>• Actively participate in 'Professional Growth Program' discussions throughout the year</li> </ul>
<b>Key focus area</b>	<b>Success factors</b>
<b>People Leadership/ Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build NDIS participants capacity to understand and manage their NDIS funding, Including understanding the role of service providers, funding purposes, budget application and ensuring / implementing choice and control</li> <li>• Working with external service providers and suppliers to ensure maximum value for money and quality is achieved</li> <li>• Implement strategies to ensure seamless communication across the organisation's departments</li> <li>• Provide proactive and effective communication and build relationships and capacity with providers, NDIS representatives and service recipients and their stakeholders</li> <li>• Identify and manage any conflicts of interest internally or externally with NDIS participants and other service areas</li> </ul>
<b>Key focus area</b>	<b>Success factors</b>
<b>Strategic/Organisational Leadership Responsibilities</b>	<ul style="list-style-type: none"> <li>• Actively support MS Plus purpose, values, aspiration and strategic vision</li> <li>• Operate in line with MS Plus policies, procedures and practices</li> <li>• Promote and work within MS Plus customer service delivery principles</li> <li>• Positively and constructively represent the organisation to external contacts at all opportunities</li> <li>• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times</li> <li>• Ensure the health, safety and welfare of self, co-workers and others</li> <li>• Follow all reasonable directions given by the organisation</li> <li>• Support, promote and show sensitivity to diversity in the workplace</li> </ul>

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<b>Version:</b> 1	<b>Business Unit:</b> People Culture Quality

Qualifications/Work Experience	
Essential	<ul style="list-style-type: none"> <li>• Experience in relevant role in Disability, Health or other aspects of the Community Service sector</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Certificate III in disability services, welfare or developmental education or similar</li> </ul>

Knowledge and Key Selection Criteria	
Essential	<ul style="list-style-type: none"> <li>• Outstanding relationship management, communication and coordination skills</li> <li>• An ability to work in partnership, build participants capacity and support them to achieve their goals</li> <li>• Knowledge and demonstrated experience to build networks and facilitate referrals to meet participants needs</li> <li>• Demonstrated high level written and verbal communications skills</li> <li>• A collaborative approach to teamwork</li> <li>• Outstanding time management skills and attention to detail</li> <li>• Demonstrated ability to manage individualised budgets and reach financial targets</li> <li>• High levels of computer literacy in using a range of computer packages including Microsoft Office</li> <li>• Relevant State/Territory current Driver's Licence and personal vehicle for use</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• An understanding of the National Disability Insurance Scheme</li> <li>• An understanding of Multiple Sclerosis/neurological conditions and the impact it may have on an individual</li> <li>• Experience working under a fee-for-service model</li> <li>• Experience maintaining a caseload</li> <li>• Commitment to professional development</li> </ul>

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<b>Key Competencies</b>	
<b>Key Focus Area</b>	<b>Demonstrated competency</b>
<b>Revenue Raising</b>	Meets billable hours targets
<b>Knowledge of client issues</b>	Maintains awareness of client / consumer / customer needs
<b>Consumer Outcomes</b>	Supports clients / consumers to achieve their goals or aspirations through provision of quality service
<b>Client Confidentiality and Dignity</b>	Respects and protects client/consumer confidentiality
<b>Time Management</b>	Demonstrates punctuality and meets agreed schedules and timelines
<b>Ethics</b>	Observes Code of Conduct and MSL policies and behaves ethically and seeks assistance with ethical dilemmas
<b>Problem Solving</b>	Uses appropriate judgement, and uses established strategies to solve routine problems
<b>Contracts / Records Management</b>	Records relevant data for contract administration and regulatory / policy documentation requirements
<b>Quality, Risk, Safety, Legislative compliance</b>	Ensures own work meets MSL's quality requirements. Ensures that risks, hazards and incidents are identified and reported in own work context. Ensures safety of self and others in work environment Is aware of relevant legislation and licencing requirements and ensures compliance in work practices.
<b>Capability Building</b>	Seeks feedback and focuses on enhancing and extending own knowledge and skills.
<b>Shared Vision</b>	Maintains enthusiasm and understands own role in achieving organisational purpose. Behavior aligns with organisation's values, including sharing information and collaborating with others to achieve outcomes.
<b>Written and Oral Communication</b>	Provides accurate written information using forms, log books and templates appropriate to the task. Speaks respectfully and explains issues and information clearly to client/ consumers and colleagues
<b>Interpersonal skills</b>	Demonstrates self-awareness and active listening and asks appropriate questions when dealing with clients/consumers and colleagues.

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<b>Partnerships and Collaboration</b>	Works collaboratively with other organisations in formal and informal partnerships to achieve client / consumer outcomes
<b>Personal Attributes</b>	
<b>Client Focused</b>	<ul style="list-style-type: none"> <li>• Prioritises needs of clients, consumers, and customers</li> <li>• Aims for best outcomes for clients, consumers, and customers</li> <li>• Is outcome focused</li> <li>• Follows through with commitments</li> </ul>
<b>Collaborative</b>	<ul style="list-style-type: none"> <li>• Treats clients / consumers / colleagues with respect and compassion</li> <li>• Gives feedback in a timely and respectful way</li> <li>• Works with others to achieve common goals</li> <li>• Engenders a spirit of teamwork</li> <li>• Inspires trust</li> </ul>
<b>Self-disciplined</b>	<ul style="list-style-type: none"> <li>• Manages own time to achieve key outcomes</li> <li>• Avoids distraction and diversions</li> </ul>
<b>Resilient and Adaptable</b>	<ul style="list-style-type: none"> <li>• Recovers from setbacks</li> <li>• Overcomes obstacles and impediments and adapts as needed</li> <li>• Learns from experience and identifies areas for self-development</li> </ul>
<b>Supportive</b>	<ul style="list-style-type: none"> <li>• Encourages others to attain goals and achieve</li> <li>• Listens actively and inspires confidence</li> <li>• Demonstrates empathy when confronted with adversity</li> </ul>

<b>Employment Screening</b>			
<p>Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT &amp; Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee. All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.</p>			
<b>Required screening</b>			
<input checked="" type="checkbox"/>	Police Check	<input type="checkbox"/>	International Police Check
<input checked="" type="checkbox"/>	WWVP (ACT/TAS)	<input type="checkbox"/>	WWCC
<input checked="" type="checkbox"/>	Right to work in Australia	<input checked="" type="checkbox"/>	NDISWC
<input type="checkbox"/>	Relevant vaccination records	<input type="checkbox"/>	Other

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**Acknowledgment**

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements.  
 I have been made aware how to access MS Plus policies and procedures for future reference.  
 I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture Quality representative.

<i>Signed Employee</i>	<i>Date</i>
<i>Signed Manager</i>	<i>Date</i>

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