



SUPPORT COORDINATOR

Consumer Directed Care

Our NDIS team has become the “go to” for Support Coordination referrals for persons with Multiple Sclerosis and other Neurological conditions’. Our team is continuing to grow, and we are looking for qualified, passionate and empathetic people to join our MS Family.

Why you should apply for a position as Support Coordinator at MS:

- You are passionate about capacity building and empowering people with MS
 - You have high standards towards your quality of work and would like to work with like-minded individuals
 - You would like to contribute to a team with extensive knowledge of the NDIS and Community Services sectors
 - You would like to join an organisation that has the aim to help minimise the impact of Multiple Sclerosis on individual’s lives
 - You would like to understand the extensive symptomatology of a specific disability
 - You would like the opportunity to support individuals throughout the entirety of their NDIS Plans
- **Purpose** to undertake a mixed portfolio to ensure service recipients:
 - Pursue their individual goals, objectives and aspirations
 - Increase their independence
 - Increase individuals and their stakeholder’s social and economic participation and build their capacity to actively take part in the community sustainably
 - **Responsible** for the coordination of NDIS plans for participants utilising Support Coordination funding.



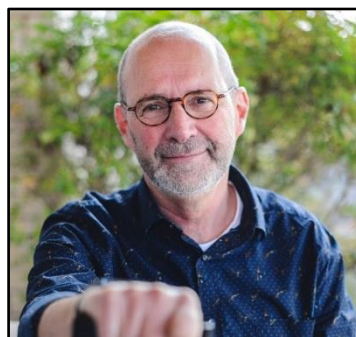


Multiple Sclerosis Limited, commonly known as MS or previously The Multiple Sclerosis Society, is the go-to provider of information, advice and support for people affected by Multiple Sclerosis.

We're a combined entity of ACT, NSW, Victoria and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with or supporting someone with Multiple Sclerosis while the search for a cure continues.

We are here so no one has to face MS alone.



Organisation Dimensions



Position Dimensions	
Budget (\$ value)	Determined by participant's package value
Staff numbers	
Location/s	Coverage across defined area within ACT/NSW/TAS/VIC including Regional areas
Other	

Key Responsibilities

Organisational and Administration Support	
	<ul style="list-style-type: none"> • Manage a portfolio of service recipients and assist other team members as needed • Supporting service recipients to understand their NDIS plan, goals, objectives and use of NDIS portal for delivery



	<ul style="list-style-type: none">• Maintain a continuous improvement culture & be efficient in the delivery of our business strategies• Assist service recipients to strengthen their capacity to establish and sustain networks, support services, linkages and relationships• Assist service recipients to converse/communicate with NDIA when required to support their own plan requirements• Application of NDIS Quality and Safeguarding framework principles to ensure a continued high-quality supports are delivered across the organisation• To actively strive for solutions that proactively manage the balance between Participant / Service risks and maximise on service recipient outcomes• Full compliance with National Disability Standards as per MSL's framework hosted on the intranet• Documentation, reporting and communication of key information is maintained according to internal and external requirements• Service provision is billed in a timely manner to ensure revenue flow achieves budget• Attend frequent Individual Supervision and Team meetings• Actively participate in 'Performance Review' discussions throughout the year
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Relationship Management

	<ul style="list-style-type: none">• Build service recipient's 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• Working with external service providers and suppliers to ensure maximum value for money and quality is achieved• Implement strategies to ensure seamless communication across the organisation's departments• Provide proactive and effective communication and build relationships and capacity with providers, NDIS representatives and service recipients and their stakeholders• Identify and manage any conflicts of interest internally or externally with service recipients and other service areas
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Values

	<ul style="list-style-type: none">• Actively support MSL's purpose, values, mission and strategic vision• Operate in line with MSL's policies, procedures and practices• Promote and work within MSL's customer service delivery principles• Positively and constructively represent the organisation to external contacts at all opportunities• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times• Actively demonstrate and embed into everyday work MSL's Service Promise & Foundation Behaviours• Ensure the health, safety and welfare of self, co-workers and others• Follow all reasonable directions given by the organisation• Support, promote and show sensitivity to diversity in the workplace
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Position Requirements

Knowledge, Skills and Experience

- Experience in relevant role in Disability, Health or other aspects of the Community Service sector
- Outstanding relationship management, communication and coordination skills
- An ability to work in partnership, build participants capacity and support them to achieve their goals
- Knowledge and demonstrated experience to build networks and facilitate referrals to meet participants needs
- Demonstrated high level written and verbal communications skills
- A collaborative approach to teamwork
- Outstanding time management skills and attention to detail
- Demonstrated ability to manage individualised budgets and reach financial targets
- High levels of computer literacy in using a range of computer packages including Microsoft Office
- Relevant State/Territory current Driver's Licence and personal vehicle for use

Qualifications and Licences

- Minimum Certificate III in disability services, welfare or developmental education or similar
- Current Working with Children Check
- Current Working with Vulnerable People Check (ACT only)
- Minimum P2 Drivers Licence and own reliable vehicle

Desirable

- An understanding of the National Disability Insurance Scheme
- An understanding of Multiple Sclerosis and the impact it may have on an individual
- Experience working under a fee-for-service model
- Experience maintaining an unshared case load
- Commitment to professional development

Rights to Work

- Full working rights within Australia
- To be employed on a permanent basis, MSL requires an individual to be a Permanent Resident or Australian Citizen however, MSL has consideration for those on visas to be employed under a contract.

Pre-employment screening

- Current National Police Record Check – to be organised by MSL
- International Police Check if lived overseas for longer than 12 months in the last 10 years (to be provided by the applicant)
- Consent to DWES check (Victoria only)