



## **Support Coordinator**

### **Position Description**

<b>Position title</b>	Support Coordinator
<b>Employment status</b>	Casual Employee / Contractor
<b>Location</b>	Adelaide
<b>Hours</b>	Standard business hours or negotiated contractor hours
<b>Reports to</b>	Director

### **Position Context**

I Can Jump Puddles is a leading NDIS registered provider of Support Coordination, Specialist Support Coordination, Behaviour Support, Therapeutic Support and Early Childhood Intervention services, across metropolitan Adelaide and regional SA. Our highly experienced team of allied health professionals helps NDIS participants of all ages organise their support network and maximise their opportunities to jump puddles and enjoy life.

Our Support Coordination service is proudly an independent service. With a therapeutic approach, we aim to assist participants to achieve their goals.

Support Coordinators are responsible for delivering our Support Coordination service to a variety of participants, in line with the NDIS rules and regulations. Support Coordinators may deliver these services at home, school or the community, and also provide remote support.

The role is conditional on the continuation of viable funding under the NDIS.

### **Role Requirements**

#### **Industry codes and professional organisations**

Support Coordinators must, at all times, abide and follow the NDIS Code of Conduct.

#### **Worker screening**

The following items and documentation must be provided:

- Working With Children Check
- Valid Australian driver's licence (P Plate or above)



- Evidence of roadworthy vehicle, insured to a minimum level covering third party fire and theft (comprehensive cover is recommended), capable of transporting multiple passengers in a safe manner.
- Right to work – Australian or New Zealand citizenship or relevant working visa documentation

### **Qualifications and experience**

No formal qualifications are necessary for this role, but some experience within the disability sector will be highly regarded.

### **Responsibilities**

The Support Coordinator is responsible for:

- Working with participants to achieve their goals and provide ongoing support coordination in line with their NDIS plan.
- Engaging with participants and building a good working relationship with them and their informal support network (family, carers, etc).
- Assisting participants to develop, prioritise and refine their NDIS goals.
- Engaging and coordinating service providers on behalf of participants and link participants to relevant new providers.
- Using a coaching approach to help participants build their own capacity and independence.
- Maintaining accurate and up to date case notes on participant progress, providing formal reports as required.
- Assessing and managing risk in line with organisational policies and procedures.
- Undertaking work in line with the organisation's policies, procedures and values, following work health and safety guidelines and complying with all relevant legislative rules, regulations and codes of conduct.
- Maintaining an up to date knowledge of NDIS systems and practices, including the quality framework.
- Building a working knowledge of local services and organisations that participants can utilise.
- Liaising with NDIA staff and LAC's regarding participant matters.
- Providing crisis support to participants, if required.
- Engaging with participants, their supports and third party organisations in a professional manner.
- Ensuring quality standards of the organisation are maintained, including safe custody and confidentiality of all records whether in hard copy or electronic format.
- Participate in practice and contractor performance reviews.
- Contribute to staff engagement activities and attend relevant staff development activities offered by I Can Jump Puddles.
- Communicating with the Directors regarding the role's responsibilities, professional expertise, program development and best practice.
- Identifying and participating in professional development activities as required.



## Knowledge, Skills and Experience

Support Coordinators should be able to demonstrate the following skills:

- A general understanding of the NDIS.
- An understanding of the issues around disability.
- Knowledge of disability support services and providers within the local area.
- A general understanding of the community sector and not-for-profit organisations.
- An understanding of relevant privacy and confidentiality protocols in relation to clients.
- An understanding of what is considered appropriate self-disclosure.

## Attributes

Support Coordinators should display the following attributes:

- Person and family centred approach
- Eager to learn new concepts and practices
- Able to take initiative
- Empathetic and compassionate toward people
- Well organised
- Ethically minded
- Positive
- Self-motivated and independent thinker
- Adaptable and open to change
- Trustworthy
- Self-reflective
- Creative in approaching challenges
- Common sense

<b>Worker Name</b>	
<b>Worker Signature</b>	
<b>Date</b>	