



## **Support Coordinator**

### **About us**

FutureU PTY LTD trading as Brightt is a National Disability Insurance Scheme (NDIS) registered provider that provides Specialist Support Coordination, Behaviour Therapy and some Therapy services.

We support people to get the best out of their NDIS plans and we know how complicated it can sometimes be.

We want participants to have the best outcome with their NDIS plan and be in charge of decisions about their plan.

Our Core values include honesty, compassion, having fun and being courageous in what we do.

Brightt strives to provide opportunity for people to enjoy a meaningful life by strengthening participants self-identity, independence and vision of the future. Our vision is for people to be in charge of their own lives and making their day to day as fun and exciting as we can. Our staff bring their compassion and experience to support this journey of self-discovery for participants. We view that support coordination can also be therapeutic in nature and having a therapy background is also welcomed.

### **Conditions of Employment**

In accordance with the conditions specified in the Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 Brightt also offers competitive salary rates, leave provisions, and a family friendly work environment. Given the amount of driving involved Brightt also will have a vehicle available for staff.

Satisfactory pre-employment screening checks are required including

- National Police Check,
- DCSI checks including working with Children Check,
- Qualification Check
- History and Referee Check

Minimum of 1+ years relevant experience, case management/support coordination/disability industry/ NDIS preferred.

Current South Australia Driver's License and ability to undertake travel in country areas as required

Current First Aid and CPR credential desirable but not essential.

Membership with AASW, APHRA or Public Indemnity insurance as required under the NDIS practice standards

## **Position Overview**

Brightt offers flexible supports in Metro and country regions hence the applicant will need to be able to undertake specialist support coordination in multiple locations.

The Support Coordinator will assist clients to build their capacity to make decisions and choices about the implementation of all supports in their NDIS plan, including mainstream, informal, community and funded supports. The Support Coordinator connects people with an NDIS Support Plan to access a range of supports which align with their NDIS Plan, across one or more providers.

## **Line Management**

Reports to the Support Coordination Team Leader

## **Key Accountabilities and Duties**

- Contribute to a healthy and safe workplace
- Take care of your own health and safety/ work life balance and understand the responsibilities and accountabilities to yourself and others in accordance with WH&S legislation, internal policies and promote a working environment that is congruent with those guidelines.
- Acknowledge, appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Brightt's positive engagement in the community.
- Understand responsibilities and accountabilities to yourself and others in accordance with the
- UN Charter of Human Rights and Responsibilities
- Abide by Brightt's Privacy policy and guidelines
- Ensure all organisational and administrative reporting and accountabilities are completed accurately and in a timely manner.
- Be able to achieve 5 billable hours per day

- Contact the client as soon as possible after the handover with the NDIS planner, ideally within 2 days and meet with the client within 5 days
- Support clients and carers to understand their NDIS plan, goals and objectives
- Deliver coordination of supports to individuals with an NDIS plan:
- Research, coordinate and manage complex and intersecting supports to suit individual needs across multiple providers, ensuring client choice and control
- Work with mainstream service providers including negotiating services and prices to ensure maximum value for money is achieved and service obligations are met
- Support clients to build their capacity, resilience and networks with the aim of greater choice and control and independence in managing their personal choices
- Work with clients to access and navigate the My Place portal to establish service bookings and service agreements
- Arrange any assessments needed to determine the nature and type of funding required
- Decide with the participant the budget for each support type and advise any relevant plan manager of the breakdown of funds
- Liaise with plan managers to establish the appropriate claim categories and attribute funds accordingly
- Assist clients to prepare for plan reviews by helping them assess whether they achieved their goals and get value for money for their plan, identify solutions to problems experienced in implementing the plan, and to consider new goals
- Assist clients to communicate with the NDIA when required to support their own plan requirements
- Resolve any crisis situations, ensuring that the client's best interests and resilience are supported.

## **Operational**

- Ensure the completion of NDIS Participant Service Agreements and other appropriate documentation within
- the initial assessment as required
- Ensure PRODA Service Bookings are completed for each client
- Maintain documentation to demonstrate that service procedures are followed
- Monitor and report client outcomes to the NDIA through progress reports
- Actively participate in the development, implementation, monitoring, regular review and reporting of client programs with providers including determining risk and preparing assessments, review client records and

- understand individual needs, review client goals and measure individual progress and document outcomes
- Promote Brightt positively as an NDIS Support Coordination provider to participants and other stakeholders

## **Underpinning Knowledge**

- Sound knowledge of disability sector
- regional mental health and allied health providers
- Sound understanding of the causes of stigma and barriers faced by those with disability
- Working knowledge of the service support providers including mainstream, community based;
- Sound knowledge and understanding of dual diagnoses, including alcohol and other drugs, ABI, physical and intellectual disability
- Ensure that the Support Coordination component in client's NDIS plans are implemented in line with NDIA frameworks
- Ensuring that NDIS Plans are tracked and reviewed 3 months prior to the end of the Plan
- Continually monitor billable hours associated with service delivery
- Attend to professional Development
- Participate in fortnightly supervision with the Support Coordinator Team Leader
- Undertake annual performance appraisals with the Managing Director and develop and implement own professional development plans
- Actively take part in training and skill building opportunities.
- Conduct other duties as directed.

## **Key Selection Criteria**

1. Qualifications and experience as noted above
2. Good practical and theoretical knowledge of working with people with disabilities as well as understanding issues along with complex and multiple care needs, including the ability to undertake risk assessments and provide plans to mitigate risk.
3. Demonstrated skills and knowledge in the area of planning, implementing, reviewing and evaluating effective service plans
4. Demonstrated ability to work with a client focussed environment to build client capacity and provide choice and control to manage their service plans

5. Demonstrated ability to case manage several complex cases concurrently, with an emphasis on client life goals
6. Possession of good knowledge of local service providers, both specialist and mainstream, and the ability to search and source services to meet participant goals
7. Demonstrated ability to work as an effective and collaborative team member, including demonstration of a high level of professional and ethical behaviour within an organisational setting.
8. Demonstrated ability to work autonomously and with flexibility including managing competing priorities, using initiative to problem solve and manage own workload.
9. Demonstrated ability to identify, measure and report on outcomes
10. Understanding of the NDIS Price Guide and flexibility within budgets

## **Terms and Conditions**

Initial contract of 12 months with probation period of six months included. After this consideration of a permanent position to be reviewed with Managing Director. Leave and superannuation provided as per SCHADS award. Flexible work hours also considered. Other benefits include incentives for consistently achieving and/or exceeding minimum billable hours requirements.