

Position Description

Private and Confidential

Support Coordinator

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW] and Nambucca Valley Phoenix [Mid North Coast NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Support Coordinator
Location:	Newcastle
Job Type:	Permanent Full Time
Reports to:	Coordination of Supports Manager
Direct reports:	Nil

Key Position Responsibilities

This position is responsible for coordinating, allocating and implementing resources through various suppliers and stakeholders for clients as listed in their individual NDIS Plans. This position is an integral part of providing clients with the skills and confidence to lead more independent lives.

Key Accountabilities

- Enable participants and their families/carers to engage with appropriate National Disability Insurance Agency (NDIA) registered service providers to support them to achieve their aspirations, goals and needs, utilising their NDIS funding for these supports.
- Provide coordination and support connection to participants and their families/carers to enable greater independence to self-direct supports and services.
- Improve opportunities for participants and their families/carers to have choice and control with regards to supports and service options.
- Building and maintaining effective partnerships with stakeholders, including NDIA registered service providers and other supports to increase the involvement of participants in their local community.
- Develop and maintain appropriate records of plan support and progress using the methodology agreed upon by LiveBetter.
- Liaise with staff in the facilitation of the participants NDIS Plan and work in a respectful and complimentary way utilising the strengths and expertise of staff.
- Identify and report any gaps in service provision within individual NDIS Plans and consult with the participant, their families/carers and other stakeholders to identify changes required in a timely manner.
- Resolve service delivery issues.
- Regular active management and ongoing adjustment of supports due to participants changing needs.
- Management of multiple/complex supports from a range of providers which intersect with mainstream services.
- Crisis resolution and developing resilience.
- Regular monitoring and outcome reporting for the participant/NDIA.

- Knowledge and application of the relevant legislation, policies, work practice requirements and procedures impacting on the delivery of services to adults with an intellectual disability (including the Disability Inclusion Act 2014).
- Meeting agreed KPI's with respect to billable hours.
- Recording of client data in an accurate and timely manner.
- Contributing to a safe and non-discriminatory workplace.
- Knowledge of the range of supports, professional staff and networks available across inter/trans-disciplinary teams and services.
- Working collaboratively as a member of a team, appropriately responding to and integrating feedback and guidance from mentors and supervisors.
- Support, assist and empower the client, their decision maker and other Network of Supports to enable effective advocacy for community inclusion for the person with a disability.
- Other related tasks as directed by management from time to time

Performance Expectations

In addition to the key accountabilities outlined below, the incumbent is expected to perform their role in a professional manner with all skills, responsibility, delegation and aptitude to the level required under the award classification of this position.

The duties and responsibilities of the position are to be carried out in a manner that is consistent with the core values of LiveBetter; Teamwork, Fairness and Impartiality, Honesty and Respect. You are expected to conduct yourself in a manner that aligns with the below:

- Work effectively with the team. Strives to contribute to the overall success of the team and organisation. Work effectively in teams across boundaries.
- Are committed to social justice, opposes prejudice, dishonesty and injustice. Free from bias or favouritism; disinterestedness; equitableness; fairness; as, impartiality of judgment, of treatment, etc.
- Are passionate, committed and enthusiastic about the organisation and inspires a positive attitude to their work. Acts with integrity while promoting consistency among principles, values and behaviours.
- Respects, values and considers the opinion, circumstances, feelings and views of colleagues and clients. Is tactful and diplomatic when dealing with people.

Risk

All staff must be aware of operational and business risks.

They should;

- Provide input into various risk management activities assist in identifying risks and controls
- Report all emerging risks, issues and incidents to their manager or appropriate officer

Person Specification

Background and Experience

Essential

- Relevant tertiary qualifications and/or extensive work experience in Disability Services working across a diverse participant group.
- Demonstrated skills/experience to effectively coordinate for people with complex support needs by identifying and engaging successfully with various service types.
- Demonstrated ability to manage competing tasks simultaneously, providing excellent outcomes in a cost-efficient manner.
- Knowledge and understanding of relevant NDIS policies and procedures and an ability to provide services in line with LiveBetter's Policy and Procedural guidelines.
- Good oral and written communication skills and experience writing reports and analysing data.
- Current driver's license.
- First Aid Certificate

Desirable

- Previous experience working with people with an intellectual disability.

Other requirements

1. Pass a National Criminals History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.
4. Reasonable Travel: Employees may be required to travel to client's premises, or some other location, as part of their job requirements. It is a condition of employment that employees agree to undertake any reasonable travel required in the performance of their duties

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			