

JOB AND PERSON SPECIFICATION

Position Summary

Title Position	Support Coordinator Worker
Classification Code	Administrative Level 5.1
Type of Appointment	Contract to 3/3/2023
FTE	37.5 hours per fortnight
Cost Centre	15-003
Position Created	March 2022
Review Date	Review March 2023
Responsible To	Accountable to the Disability Business Development Manager

Performance Monitoring

The incumbent is required to participate in the organisations Performance Development Review annually which will include a regular review of employee’s performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

Last PDR Date

Next PDR Date Probationary review 3 months after appointment

Qualifications

Essential	<ul style="list-style-type: none"> • A SA Drivers Licence and willingness to drive • Certificate IV in Disability, Mental Health, Community Services or equivalent, or working toward
Special Conditions	<ul style="list-style-type: none"> • Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work • The incumbent will be required to strictly observe the confidentiality of information received and given • Successful applicant must be prepared to submit to a National Police Security, DCSI Working with Children, and NDIS vulnerable people Check and provide proof of COVID-19 vaccinations
Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
Salary	Above award rate (at evening shift rate) of 32.37per hour / \$63,121.50 per annum FTE, plus 10% superannuation and ability to salary sacrifice

JOB AND PERSON SPECIFICATION APPROVAL




Date: March 2022

Chairperson

Nunyara Aboriginal Health Service Inc

CEO

Nunyara Aboriginal Health Service

POSITION INFORMATION DOCUMENT

Level Characteristics

A.3.4 Grade 5

(a) Positions at this grade usually work under general direction within clear guidelines and established work practices and priorities, in functions which require the application of knowledge, skills and techniques appropriate to the work area. Work at this grade requires a sound knowledge of program, activity, policy or service aspects of the work performed within a functional element, or a number of work areas. The Grade 5 position is the first grade where technical or professional qualifications may be required or desirable.

(b) Work is usually performed under general direction and may cover a range of tasks associated with program activity or administrative support to senior officers. Tasks may include providing administrative support to staff within technical or professional structures. This may include the collection and analysis of data and information and the preparation of reports, publications, papers and submissions including findings and recommendations.

It is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 1.

It is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 1 which means:

(a) an understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia;

(b) where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups.

(c) an ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander participants through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour;

(d) an awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate.

(e) the ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation.

(f) an understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity.

Position Summary

Support coordination services are provided to those people with a disability who need services from multiple providers. Support coordination assists the participants receive the most out of their NDIS plan and helps support the daily life of a participant independently. A support coordinator works in partnership with participants by regularly reviewing progress of individual plans and assisting participants in achieving set goals. Support Coordinators regularly review and refine support strategies to minimise risk and optimise the best outcomes for participants.

Position Characteristics

The Support Coordinator is responsible for a range of tasks including:

Organisational Responsibilities

- a. Participate in performance appraisals, Nunyara training, group supervision, team meetings and professional development activities.
- b. Maintain appropriate personal and professional boundaries.
- c. Working as part of the team based on an ethos of collaboration, co-operation, respect, and mutual support.
- d. Other duties as directed by the Manager.

The Support Coordinator works collaboratively with existing NDIA service providers and stake holders such as:

- a. Aboriginal Disability Liaison officers
- c. Health Liaison Officers
- d. Justice Liaison Officers
- f. Partners in the Community (Mission Australia)
- g. NDIS planners / complex planners

Other positions within the Organisation

CEO	Special Projects Coordinator
Practice Manager	Clinical Co-ordinator
Admin and Finance Co-ordinator	Aboriginal Health Practitioners
Reception and Admin Officers	Aboriginal Health Workers
Transport Officers	Chronic Care Coordinator
Tackling Smoking Officer	Visiting Specialist and Patient Journey Coordinator
ICT Network Manager	General Practitioners
IT Support Officer	Registered Nurses
NDIS Business Development Manager	Visiting specialists & Health Professionals including:
Shelly	Audiology
Polly	Endocrinologist
Lana	Diabetes Educator
NDIS Support Workers	Dietician
	Optometrist
	Podiatrist
	Respiratory Physician and Nurse

SCOPE OF WORK

1. Teamwork and communication:

- Effective promotion of the role to other health professionals, participants, and community
- Promotion of other services offered by Nunyara
- Maintain positive working relationships with other team members and visiting professionals
- Contribute to various committees and meetings on an organisational level
- Demonstrate the ability for problem solving and communicating with people from a diverse range of backgrounds
- Delivery of culturally sensitive services for Aboriginal people through developing and maintaining close working relationships
- Contribute to the development of team goals
- Discuss and positively contribute to resolving conflict in the workplace
- Must have a good understanding of and be proficient in written & spoken English

2. Documentation and administration:

- Ensure that all documentation is accurate and completed in a professional and timely manner regarding participant privacy, security of participant records and confidentiality
- Maintain appropriate participant records and observe principles of participant confidentiality
- Demonstrate an ability to identify & report all health & safety risks, accidents, injuries, property damage and mishaps at the workplace utilising appropriate procedures
- Ensuring accurate time sheets are completed and submitted
- Ensure work schedule is accurately maintained
- Contribute to the development and maintenance of the policy and procedure manual for the position
- Assist with the security of the building, namely: building security, case notes, vehicle keys, mobile phones, and public amenities

3. Quality improvement - Demonstrate commitment to continuous quality improvement through the following:

- Contribute to the development of the Team by active participation in ongoing programs and quality improvement activities
- Participation in appropriate educational opportunities to enhance the skills required for the position and completion of all required mandatory training
- Participate in and contribute to occupational health safety & welfare activities to ensure a safe work environment for participants, staff and visitors
- Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace

4. Personal and professional development

- Developing necessary knowledge and competencies through education / staff development / instruction, demonstrating appropriate progress requirements of education course(s).
- Practicing within own area of competence and qualification
- Developing and maintaining personal knowledge and competencies by participating in a range of performance appraisal and development activities
- Attend staff meetings and in-service programs
- Have an ability to work without direct supervision & to adopt a flexible approach to work routines
- Maintaining knowledge and skills relevant to the position through participation in and contribution to the facility staff development program. This includes attending mandatory training (i.e. First Aid Certificate, orientation to the organisation; OHS&W; basic life support; Manual Handling and fire training)
- informing the Manager when tasks or responsibilities are outside competency;

5. Customer service:

Act in a professional manner at all times when dealing with internal & external participants and agencies by:

- Maintaining confidentiality and privacy at all times, whilst respecting the participants values & wishes unless over-ridden by mandatory reporting obligations
- Respecting the values and wishes of participants and encourage consumer participation in decisions that affect them
- Actively work to promote the organisation and colleagues in a positive manner both internally and externally
- Promoting positive and harmonious relationships between participants, relatives and staff
- Promote services that are culturally appropriate to the consumer
- Being responsive to telephone inquiries which includes the identification of self and facility / department
- Be aware of and respecting the need of colleagues
- Maintain a courteous, efficient & effective customer service both in person and by telephone
- Contributing towards two way understanding of a need to balance Aboriginal cultural requirements & Health Service needs by acting as a cultural broker between Aboriginal people & other health staff

6. Participates as an effective member of the Nunyara team by:

- using and promoting effective communication and interpersonal skills
- Participating in team meetings, staff meetings, and other health service meetings and committees as required
- utilising appropriate resources effectively and efficiently
- Providing support to other staff members as requested
- Providing various participant related tasks as appropriate and directed



GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and procedures
- Participating in all activities associated with the management of workplace health and safety including correctly utilising appropriate personal protective equipment and Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures
- Promoting awareness and compliance with Equal Employment Opportunity principles
- Regularly participate in personal performance development reviews
- Comply with the Principles of the Code of Fair Information Practice, which regulate the collection, use, disclosure, storage, and transfer of all personal patient/participant information
- Ensuring cultural sensitivity is maintained by attending and contributing to learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management
- Contributing to the development and implementation of organisational strategic directions and action plans.

This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

Acknowledge by Occupant:

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Date: / /

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Please print Name

SELECTION CRITERIA

Essential Minimum Requirements [including qualifications, skills, experience and knowledge]

- connect participants to NDIS and other supports
- in partnership with participants, develop and regularly review progress of individual plans and support strategies.
- regular contact with each participant. Feedback from participants.
- monitor plan budgets and support effectiveness
- build capacity and capability to understand their plan, navigate the NDIS and make their own decisions.
- Work with other people in the participant's circle, such as their friends, family, therapists, and doctors, to meet the goals.
- monitor the progress of plan goals and help participants in achieving them
- Assist in preparing for initial and ongoing annual planning meetings with the NDIS
- Assess and complete risk assessments for each participant. Risk assessments are updated and reviewed at least on one a year and as needed. Concerns of risk are noted with the Manager
- Regularly review and refine support strategies to minimise risk and optimise best outcomes for participants.
- Build and maintain working relationships with disability and mental health services and other government and community agencies
- Manage time effectively between participants and document the coordination that has been provided in the participant management system.
- Complete compulsory NDIS progress reports which outlines progress towards NDIS goals, linkages to services, fund utilisation and recommendations for future.
- Demonstrated effective interpersonal skills, including communication, engagement and knowledge of community kinship systems with people representative of the Whyalla Aboriginal Community
- A sound understanding of person-centered thinking, the principles of the NDIS and the National Disability Service Standards
- Excellent time management, communication skills and a positive attitude
- Demonstrated ability to use discretion and maintain confidentiality
- Word processing and computer skills including the ability to learn to use new software and applications
- Must provide proof of National Police Check (done within past 2 years), DCSI Working with Children Check and proof of COVID-19 Vaccination
- Ability to liaise and form working partnerships with internal and external stakeholders
- Ability to demonstrate initiative and co-ordination skills
- Capacity to work under pressure to meet required timelines
- Ability to organise and prioritise own work with supervision as required



Desirable Characteristics (to distinguish between applicants who have met all essential requirements)

- Previous experience in an NDIS service setting
- An understanding of the role and function of the Nunyara Aboriginal Health Service
- Relevant certifications or study in the Disability and Mental Health field

KEY PERFORMANCE INDICATORS

Summary

The Support Coordinator will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and will be utilised as an ongoing tool to evaluate the position and service provided (for example during regular Performance Reviews)

Key Responsibilities, Outcomes and Measures

RESPONSIBILITIES / KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS
link Participants to their required services in the community and monitor performance of service provision.		
Ensure all plan reviews / progress reports are completed within set timelines. All direction and decisions to be in consultation with the individual and families if appropriate, with clear documentation providing accountability .		


