

ROLE PROFILE
Profile Number/Version 1 _____

UnitingCare Wesley Bowden
A: ROLE DETAILS

Role Title:	Senior Support Coordinator	Reporting to:	Manager Allied Health
Division/Program:	Allied Health	Location:	Bowden Office primarily but may work from other locations as required
Award/Level:	SCHCDS Level 6	Date/approval:	3/09/2021

B: ROLE PURPOSE

The Senior Support Coordinator leads and coordinates the delivery of NDIS support coordination and specialist support coordination to support individuals living with disability.

This role is expected to:

- Provide leadership and support to the Disability team to ensure they have the capacity and resources to deliver quality services in line with obligations and the organisation's strategic objectives.
- Maintain an active partial caseload of support coordination and specialist support coordination participants.
- Act and behave with integrity and in accordance with the organisation's code of conduct and values.

Primary responsibilities:

- Oversee the day-to-day activities of the support coordination team, its people and resources.
- Build the capacity of the workforce to meet role requirements through best practice recruitment, selection, onboarding, training, coaching, clinical supervision and timely performance management of staff.
- Provide support coordination/specialist support coordination to individuals living with disability under the NDIS.
- Support a culture of innovation and enablement, underpinned by and expressing the values and philosophy of the organisation.

As with all staff the Senior Support Coordinator will be required to work in a manner that is consistent with UCWB's:

- Aspiration, Purpose and Values
- Our Frameworks
- Work, health and safety requirements
- Child safe environments
- Inclusive practices as it relates to persons with disability and those who come from culturally diverse backgrounds.
- Policies and procedures

A current South Australian Driver's Licence is a requirement of this position.

C: ROLE ACCOUNTABILITIES	D: KEY PERFORMANCE INDICATORS
<p>1. Oversee the day-to-day activities of the support coordination team, its people and resources.</p>	<ol style="list-style-type: none"> 1. Services delivered meet all legislative obligations, NDIS Quality and Safeguarding requirements and professional standards. 2. Services are managed within participant's allocated budgets and resources. 3. Billable targets for individuals and the team are met on a regular basis, with remedial action taken where these are not being met. 4. Contributes to the development and implementation of structures, systems, processes and procedures. There is evidence that these are utilised to guide, support, inform, service and monitor the prime functions of the team. 5. There is evidence that stakeholder relationships are established and maintained successfully. 6. Referrals are onboarded and allocated to the team in a timely manner and in accordance with agreed processes. 7. There is evidence of effective leadership and support in times of crisis to support the team's workload and priorities. 8. The workforce is competent to deliver the services and client feedback indicates a high level of satisfaction with service provision. 9. Evaluation and reporting for all services is undertaken in accordance with agreed processes and timeframes.
<p>2. Build the capacity of the workforce to meet role requirements through best practice recruitment, selection, onboarding, training, coaching, clinical supervision and timely performance management.</p>	<ol style="list-style-type: none"> 1. Staff are engaged, skilled and qualified to deliver NDIS services. 2. Workload is monitored and allocated evenly across the team and output is in line with expectations. 3. Legal, ethical and professional practices and boundaries consistent with the organisation's and professional association's code of conduct and values are adhered to. 4. Clinical supervision is undertaken with staff in accordance with professional requirements, organisational policies and agreed processes. 5. Staff indicate that they are adequately assisted to manage complex cases. 6. Effective recruitment, selection, onboarding, training, coaching and performance management practices and processes are evident. 7. There is evidence that every staff member has an annual performance appraisal (Grow) and the results of these are recorded and identified issues are actioned in the scheduled timeframe.

<p>3. Provide support coordination/ specialist support coordination to individuals living with disability under the NDIS.</p>	<ol style="list-style-type: none"> 1. Services delivered meet all legislative obligations, NDIS Quality and Safeguarding requirements and professional standards. 2. Open and trusting relationships are developed with individuals and their support networks, evidenced by client surveys and feedback. 3. There is evidence of detailed and current assessments of client's needs with agreed support plans in place that demonstrate understanding of the client's strengths, risks and specialist needs. 4. Case notes and progress reports are completed within agreed timeframes and in line with UCWB's Practice Framework. 5. Agreed billable targets are met on a regular basis. 6. Support plans are reviewed as agreed in consultation and collaboration with the client and their support network as appropriate. 7. Partnerships and relationships with service providers and other relevant stakeholders are developed and maintained to support cross referrals and holistic service delivery for clients. 8. There is evidence that person-centred principles are being utilized in client interactions and case management. 9. Client concerns are addressed in a timely manner and risks are appropriately managed or escalated in accordance with agreed departmental processes. 10. There is evidence of completion of continuing professional development relevant to field of practice. 11. Active participation in supervision with clinical supervisor.
<p>4. Support a culture of innovation and enablement, underpinned by and expressing the values and philosophy of the organisation.</p>	<ol style="list-style-type: none"> 1. There is evidence that networking is undertaken with other agencies, services and providers, both internal and external, to increase professional knowledge and appropriate referral links. 2. Staff surveys reflect staff satisfaction, engagement, collaboration, communication of key information and opportunities to develop and thrive within the organisation. 3. Customer feedback indicates satisfaction with service provision. 4. Services and processes are continually reviewed, evaluated and refined to promote a best practice approach to service delivery.

E: SKILLS AND EXPERIENCE

Tertiary qualifications in relevant Allied Health discipline (Developmental Educator, Rehabilitation Counselling, Social Work) and must be eligible to register with associated professional body. Demonstrable experience providing NDIS support coordination for individuals living with disability, with additional experience in leading small teams and providing clinical supervision.

Leadership skills

- Strategic thinking and planning
- Complex decision making
- Commitment to best practice
- Professional presence
- Change leadership
- Composure and level-headedness
- Self-awareness

Service Delivery Skills

- Analysis and problem solving
- Management of competing priorities
- Customer-centric service delivery
- Service delivery modelling/reform
- Process design and improvement
- KPI monitoring, reporting and evaluation

Relationship Management

- Communication and engagement
- Influence and negotiation
- Managing small teams
- Staff performance management
- Compassion, empathy and sensitivity
- Development of staff culture
- Ability to have difficult conversations
- Motivating and inspiring staff

Front Line Staff

- Customer Focus
- Demonstrates Initiative
- Communicates professionally
- Leads self

F: ACCEPTANCE

I understand this Role Profile is a description of the duties and responsibilities assigned to the position that I occupy:

Employee's Signature:

Date: