

ROLE PROFILE

 Profile Number/Version 1

UnitingCare Wesley Bowden

A. ROLE DETAILS:

Role Title:	Supports Coordinator, Disability	Reporting to:	Senior Practitioner, Disability
Division/Program:	Disability, Allied Health	Location:	This role will work from Bowden and other locations as required
Award/Level:	SCHCDS Level 4	Date/approval:	31/03/2021

B. ROLE PURPOSE

UnitingCare Wesley Bowden (UCWB) is a Community Services organisation with an aspiration to be a leading provider of individual and community social services. Its purpose is to deliver innovative, tailored services that support individual and community well-being. Our focus is: vulnerable children and their families, older people, individuals who live with disability and carers.

The Supports Coordinator provides NDIS support coordination to people living with disability. This role provides support to individuals who are managing issues relating to disability, including psychosocial disability, to remain living in the community with dignity by providing person-centred care that focuses on their strengths, interests and abilities.

The Supports Coordinator has the following key areas of responsibility:

- Undertaking assessments and reviews with customers to co-design their goals, support plans and budgets
- Providing support coordination
- Liaising with other service providers to ensure appropriate services are in place to meet the support plan
- Building and managing stakeholder relationships
- Problem-solving and escalating identified risks
- Ensuring continuous improvement of work practices through audits and participation in specific projects

As with all staff the Supports 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 SA driver's licence is a requirement of the position.

C: ROLE ACCOUNTABILITIES	D: KEY PERFORMANCE INDICATORS
<p>1. Demonstrate professional conduct, integrity and a commitment to organisational values.</p>	<ol style="list-style-type: none"> 1. Adherence to organisational values, policies and procedures is demonstrated. 2. A commitment to continuous learning and active participation in ongoing training and development is demonstrated. 3. Collaborates with internal and external stakeholders to achieve outcomes. 4. Demonstrates excellent written and verbal communication skills, flexibly tailoring style as required to the specific needs of the audience. 5. Contributes towards a positive workplace culture.
<p>2. Ensure the highest standards of customer service are delivered.</p>	<ol style="list-style-type: none"> 1. Supports are identified and appropriate referrals and linkages are facilitated. 2. Person-centred principles are evident in customer interactions and records. 3. Customer assessments demonstrate an understanding of customer strengths, risks and needs. 4. Services provided to customers meet contractual obligations, legislation, program guidelines and customer service standards. Customer feedback confirms customer and program needs are met. 5. Customer concerns are addressed in a timely manner and identified risks and complex issues are managed and escalated appropriately. 6. Program and customer data is reviewed, and documentation is maintained in line with UCWB internal standards and contractual obligations.
<p>3. Collaborate with others internally and externally to ensure service delivery targets are achieved.</p>	<ol style="list-style-type: none"> 1. Case coordination, caseload management and service delivery standards are met in accordance with program guidelines, legislation, internal standards and customer goals. 2. Adherence to and optimisation of customer budgets is demonstrated. 3. Billable hour targets are met, 5.5 hours per 7.6 hour day 4. Customer and service records indicate an understanding of customer needs, and demonstrate progress towards achieving outcomes. 5. Customer numbers and retention targets are met. 6. Collaboration with internal and external stakeholders ensures services are delivered within required timeframes. 7. Stakeholder engagement is indicated by positive satisfaction levels.
<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 of participation in appropriate business and professional associations, networks and activities relevant to the department's interests. 2. Staff surveys reflect staff satisfaction, engagement, collaboration, communication of key information and

	<p>opportunities to develop and thrive within the organisation.</p> <ol style="list-style-type: none"> 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.
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E: SCOPE OF ROLE

Decision Making

- Makes day to day decisions on customer service delivery within guidelines and to standards
- Works independently under the direction of the Senior Practitioner
- Recognises the boundaries of the role and seeks guidance for more complex decision making
- Makes recommendations for customer service delivery on the basis of thorough assessment
- Contributes ideas and opportunities for service and process improvements and for new services
- Responds to customer complaints in line with organisational policy
- Any risks to customers, standards, the organisation or reputation are identified, reported and escalated to the Senior Practitioner

Communication

- Communicates professionally with customers with disability and their carers
- Maintains effective, respectful and functional communication with the team, the department and with all UCWB staff, customers and stakeholders

Working Relationships

- Reports to the Senior Practitioner, Disability
- Develops and maintains professional working relationships
- Works collaboratively with other staff as a team member, with a focus on customer outcomes

Planning

- Co-designs support plans with customers based on identified goals
- Plans and reviews individual customer budgets
- Liaises with other service providers to make appropriate referrals and ensure that services are meeting identified needs
- Participates in regular case reviews for the planning of strategy and action to meet customer needs
- Participates in service reviews and external audits

Flexibility and Adaptability

- Remains outcome-focused and is able to be flexible with approach, changing views or behaviour in response to new information or perspectives

F: ROLE FACTS AND FIGURES

This role is full-time and is based at the Bowden site. Work from other sites including Sefton Park and Marion might be required from time to time.

- The role might require working to individual time budgets in relation to billable hours
- The role is responsible for a dedicated case load of NDIS customers

- The role reports to the Senior Practitioner, Disability
- The role has no direct reports
- The role has no financial delegations

G: CHALLENGES OF THE ROLE

- Engaging with diverse customers across the lifespan
- From time to time, working outside standard working hours
- On call after hours service as required, on a rostered basis

H: EXPERIENCE AND QUALIFICATIONS

Minimum Experience & Essential Knowledge

- Proven experience in case management or support coordination
- Some experience working with people living with disability and/or psychosocial disability
- Understanding and demonstration of person-centred approaches and principles of inclusion
- Ability to undertake assessments
- Demonstrated ability to work with customers to develop and progress towards goals
- Demonstrated ability to acquire and apply knowledge of statutory requirements
- Detailed working knowledge of community networks and services
- Demonstrated written ability including report writing and case noting
- Computer literacy (Office suite and capacity to use cloud based software)

Preferable (non-essential)

- Degree in an allied health profession such as Social Work, Developmental Education, Psychology and/or Occupational Therapy
- Proven experience working in fee for service or billable hours environments and ability to prepare and work within customer budgets
- An understanding of statutory requirements relevant to the NDIS
- Specialist knowledge of disability and/or mental health

I: BEHAVIOURAL COMPETENCIES

The Supports Coordinator is expected to demonstrate evidence of the following behavioural competencies:

Customer Focus

- Determines the needs of customers by listening and questioning, offering achievable options
- Follows through on customer enquiries promptly
- Prioritises tasks that impact on the customer
- Resolves customer questions and complaints within agreed timeframes

Demonstrates Initiative

- Initiates action and takes responsibility without waiting to be asked
- Anticipates opportunities and obstacles to achieve own goals, negotiates and implements solutions
- Volunteers to help and shares information and ideas
- Enquires about processes and/or tasks and suggests ideas for improvement
- Looks for win-win solutions to problems

Communication

- Uses the most appropriate form of communication, according to purpose and the audience
- Actively listens and consults with others to build a collaborative and inclusive team
- Communicates concisely whilst adopting an appropriate level of detail
- Provides full, relevant and timely responses to questions

Leading Self

- Manages emotions and reactions, remaining calm during stressful or pressured situations and behaving in a way that is sensitive to others
- Reprioritises workload to incorporate additional demands and new information without difficulty
- Approaches unexpected obstacles and deals with setbacks in a positive way
- Diplomatically handles challenging or tense interpersonal situations

NOTE: Behavioural Competencies at this level are influenced by personal and Departmental need, and may change.

J: 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: