

**OARS Community Transitions
JOB AND PERSON SPECIFICATIONS**



Title of Position	Specialist Support Coordinator	Position Number	
Division	NDIS Services	Award	SCHCDS
Section	Specialised Client Services	Classification	Level 5
Location	Adelaide Metropolitan		As per contract
Delegated \$ Authority	N/A	Probation Period	6 months
Position Type	As per contract	Hours per. week	As per contract

Job & Person Specification approved by the CEO:/...../.....

JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to organisation goals.

The role of the Specialist Support Coordinator assists participants with higher and/or complex needs to implement their NDIS plan and to deliver quality support coordination for participants with a disability. Utilising a specialist approach to actively supporting participants with the aim of reducing complexity, building capacity, resilience, and provide appropriate support.

OARS Community Transitions (OARS CT) follows the SA Government Information Sharing Guidelines (ISG) to: Promote the Safety and Wellbeing of Children, Young People and their Families and the Support Coordinator is required to comply with and act in accordance with ISG Policy and Guidelines.

2. Reporting/Working Relationships

The Specialist Support Coordinator reports to the Team Leader NDIS.

The Specialist Support Coordinator is expected to develop effective working relationships with other OARS CT services/staff, external service providers, organisations within the community including NDIS/ NDIA, with the view to providing the most appropriate and effective services and supports for participants, particularly those with higher and/ or more complex needs.

3. Special Conditions

- A current driver's licence is required.
 - Appropriate Police Clearances must be maintained, as directed.
 - Must hold and maintain a current NDIS clearance and have completed the NDIS/NDIA quality and safeguards training.
 - Is bound by confidentiality regarding client and organisational information disclosure.
 - The Specialist Support Coordinator may be required to provide services intrastate on occasions.
 - Some manual handling is required of this position.
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Statement of Key Outcomes and Associated Activities

4. The Specialist Support Coordinator will:

- Accept referrals, undertake introductions to clients and other interested parties and engage with those involved to review the NDIS plan and needs and ensure the coordination of appropriate services, support, and the management of complex multi-disciplinary teams.
- Be able to manage and deliver services and supports in line with their specialist professional training and experience to clients with high and/or complex needs.
- Deliver high quality services and ensure all reporting occurs in a timely manner including mandatory reporting to the NDIA and meeting OARS CT guidelines, legislative requirement, and meet the relevant service standards.
- Provide support and consultation with participants, their families, and other stakeholders to resolve points of conflict or crisis, to develop participant's capacity and resilience to understand and resolve these within their own network and community.
- Prepare comprehensive reports in conjunction with relevant stakeholders.
- Contribute to the maintenance of registers, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment.
- Maintain accurate and complete records of your work activities in accordance with legislative requirements and OARS CT policies and procedures.
- Collect, collate, and maintain client records/data on all participant interactions, ensuring that the data is accurate, up to date and complies with reporting guidelines and within any appropriate Key Performance Indicators published.
- Establish respectful professional relationships that have clear boundaries with participants, staff, and partner organisations.
- Participate in the review of participants NDIS plans as required and regularly report to management regarding achievements of participant's individual plans, undertaking package reviews, and the identification of any "gaps" in service and/ or funding and initiation of appropriate requests for any identified additional services and/or supports.
- Where assigned, support clients to establish short- and long-term goals with an aim to achieving outcomes which assist clients to integrate into their local communities.
- Ensure the service is provided in a manner that achieves positive client outcomes and targets, as set out via the case plans and expectations. This includes:
 - Review NDIS Plans and Client goals on a regular basis, in consultation with the clients and other appropriate parties/ agencies
 - Provide updates and regularly review Case Plans with the Service Manager.
 - Liaise with and provide appropriate referrals to, in- house services and relevant human/ specialised services with the aim of achieving positive outcomes which will assist in clients achieving their negotiated goals and obtaining social reintegration.
 - Provide basic, ad-hoc counselling to clients as needed.
 - Provide clients with accurate and current information which empowers them to make informed decisions/choices for themselves.
 - Assist in supporting, developing, and nurturing positive choices and networks for clients.
- Provide appropriate written reports.
- Maintain appropriate and accurate client files ensure that day-to-day administration requirements of the program are met, and information required for billing is completed in a timely and accurate manner.
- Participate in team meetings.
- Promote the service in a positive manner within the community.
- Provide a monthly report to the Team Manager
- Other duties as directed.

5. Work Health and Safety

- Maintain a safe work environment in accordance with the organisation's Work Health and Safety Policies and Procedures
- Undertake and maintain appropriate risk assessments for clients and activities.
- Participate in mandatory Work Health and Safety training sessions.
- Identify and report hazards in the workplace.

PERSON SPECIFICATION

Essential Minimum Requirements:

Educational/Vocational Qualifications

A degree in Social Work, Psychology, Occupational Therapy, or other NDIA approved related Human Services field. Significant experience, as per the NDIA quality and safeguarding framework, in servicing high needs NDIS clients.

Personal Abilities/Aptitude/Skills

- Professional knowledge of and proven ability to provide high level disability, mental health and NDIS services and supports.
- Ability to empathise with disadvantaged people in general, preferably experienced working with those interfacing with the criminal justice system.
- Ability to interact with people and adapt communication style and approach to maximise consultation and cooperation.
- Ability to assess the needs of clients within a holistic framework.
- Empathy for others and able to remain calm and encouraging in difficult situations.
- Exceptional experience in evidence based written documentation and verbal communication.
- Ability to prepare reports and maintain accurate records.
- Effective communication and crisis intervention skills.
- Interviewing and basic counselling skills.
- Ability to develop and maintain professional networks.
- Ability to implement service strategies and evaluate results.
- Confident and works proactively and in the best interests of the client, with minimal supervision.
- Good general Computer skills, including the ability to enter information onto a database accurately and in a timely manner.

Experience:

- Delivery of consulted care plans and packages for those with disabilities, particularly for clients with high level, complex needs which will likely combine such as a dual diagnosis and forensic history.
- Attention to detail and experienced in preparing high quality case notes and associated record keeping.
- Strong organisational skills and high levels of productivity
- Working cooperatively with a range of service providers.
- Advocacy and networking.

Knowledge:

- A commitment to and completion of the NDIS/ NDIA Quality Safeguards Mandated training and principles.
- Support Services available for homeless people.
- Criminal Justice System.
- Workplace Health & Safety Principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- First Aid Certificate.

Personal Abilities/Aptitudes/Skills

- Ability to assist in the development of funding proposal and submission.
- Conflict Resolution management skills.
- Counselling Skills

Experience

- Working with people from a range of cultures and social backgrounds.
- Experience in the use of NDIS specific computerised client information systems, including records required for invoicing.
- Experience in assessing needs, risks, and development of services.

Knowledge

- A basic understanding in Restorative Justice Principles.
- Time management and prioritising tasks
- Integration and social inclusion principles

Acknowledged by Occupant

I confirm that I understand and agree to the expectations of this role as listed in this Job Description and confirm that I have the skills and experiences to undertake these.

Name.....Signature.....Date.....