

POSITION: Specialist Support Coordinator

REPORTS TO: Team Leader

DATE UPDATED: February 2024

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

Melbourne City Mission Disability Services offers tailored support services to people with a disability and their families. Support Coordination supports people by facilitating and implementing access to support services with a focus of capacity building.

Melbourne City Missions operates its disability services under the National Disability Insurance Scheme (NDIS), Disability Act 2006 and Department of Health and Human Services (DHHS) legislation. The Support Coordination team aims to facilitate outcomes for people with disability by adhering to the principles of a rights-based approach, delivered with respect and integrity by professionals with a high standard of customer service.

JOB PURPOSE

To deliver quality Support Coordination for participants with a disability utilising a specialist approach and support participants with high complex needs and/or experiencing high levels of risks with the aim of reducing complexity, building capacity and resilience, and assisting to connect with supports.

Specialist Support Coordinators work in a way that is reflective and grounded in our organisational values and principles. Through building relationships, we follow best practice approaches and are accountable for the delivery against outcomes identified by participants.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- Perform Specialist Support Coordination to assist participants in implementing their NDIS plan.
- Coordinate services in participants' NDIS plans including the management of complex multi-disciplinary teams.

- Deliver high quality services in a timely manner including mandatory reporting to the NDIA and meeting MCM guidelines.
- Provide advice and consultation with participants, their families and other stakeholders in response to complex and challenging situations.
- Develop action plans following consultation with participants, their families and other stakeholders to resolve challenges arising from complexity.
- Provide support and advice to other support coordinators in relation to support coordination delivery.
- Liaise and collaborate with key stakeholders to establish mutual goals of coordinating service delivery for participants.
- Facilitate and participate in meetings with the team including supervision and de-briefing support.
- 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.
- Network and build the profile of Melbourne City Mission as a Specialist Support Coordinator service provider
- Maintain accurate and complete records of your work activities in accordance with legislative requirements and MCM's records, information security and privacy policies and requirements.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities as required.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	<ul style="list-style-type: none"> • Other program areas within Disability
External Relationships	<ul style="list-style-type: none"> • Disability Services customers and their family, carers and supporters • Disability Service providers

KEY SELECTION CRITERIA

Essential:

- A tertiary qualification in one of the below disciplines:
 - Psychology;
 - Occupational Therapy;
 - Social Work;
 - Speech Pathology;

- Other highly trained allied health profession;
 - Developmental education; or
 - Social and /or health science.
- Membership to with a regulatory body relevant to the tertiary degree (e.g. AHPRA, AASW)
 - Minimum twelve months' experience providing Support Coordination or Case Management with complex clients.
 - Knowledge of National Disability Insurance Scheme and relevant legislation including the *NDIS Act 2013* and *Disability Act 2006*.
 - Expert communication (both written and oral) skills and able to manage complex relationships
 - Flexible and able to work effectively within a changing environment
 - High computer literacy including proficiency in the Microsoft Suite
 - Satisfactory completion of safety screening including a National Police check, Proof of Identity check, International Police check (if required), a valid Victorian Working with Children Check (Employee), NDIS Worker Screening Check, current Victorian Drivers Licence, and the right to work in Australia in line with the Victorian Safety Screening Policy.

Desirable:

- Experience working with people living with a disability/mental health
- Previous Specialist Support Coordination experience
- Knowledge of the NDIS Operational Guidelines

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	Customer Focused We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Resolves Disagreements Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.
PARTNERSHIPS	Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.
REPUTATION	Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
REPUTATION	Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

- Together** We are inclusive and accepting of difference.
- We work in highly effective teams and our people are connected across our organisation.
- We engage proactively with others to deliver outcomes.

Courageous	We speak up constructively in line with our convictions.
	We pursue our goals with determination.
	We are passionate about our advocacy role.
Curious	We are inquisitive and ask why.
	We challenge the status quo.
	We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions.
	We listen and hear people's voices.
	We value and respect the autonomy of clients.
	We trust one another.
Accountable	We act safely in all our interactions.
	We manage within our financial and resource boundaries.
	We own our outcomes and decisions.
	We are proud of the work that we do.