

POSITION: Support Coordinator & Recovery Coach

REPORTS TO: Team Leader

DATE UPDATED: February 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

This role sits within the Disability Division, working towards a vision for communities where people have equal rights, choice and opportunity. This position will work closely with other programs across the organisation and support this vision by:

- Building individual capacity and enhance choice and control in the provision of high-quality support coordination and recovery coaching to participants with disability or a psychosocial diagnosis.
- Using your knowledge of the local community to seek and create opportunities for increased participation for participants.
- Working in a respectful way with participants with complex support needs, their support networks, carers and their community.
- Understanding the changing disability landscape and implementing support consistent with the aims, principles and standards set by MCM and the National Disability Insurance Scheme (NDIS).
- Supporting evidence-based practice through a high level of administrative skills, documenting outcomes for individual NDIS participants, evaluating service delivery and identifying challenges and opportunities in the new environment.
- Using well developed communication skills to create documents such as reports, proposals, funding submissions, case notes and record and analyse data relevant to service delivery.
- Working with participants of the NDIS to shift the focus of service delivery so that services are built around people and tailored to their unique needs, goals and aspirations, rather than around rigid program eligibility.

JOB PURPOSE

Provide assistance to participants to build capacity and resilience through strong and respectful relationships to support people with disability or psychosocial diagnosis to live a full and contributing life.

Support Coordinator/Recovery Coach will:

- Work collaboratively with participants, families, carers and other services to build capacity.
- Manage and implement the participants plan.
- Identify, plan, design and coordinate NDIS supports.
- Complete reports for the NDIS.
- Connect participants with informal, mainstream, community and funded supports.
- Support to achieve outcomes identified in in the participant's plan.

JOB OBJECTIVES

The Support Coordinator and Recovery Coach role aims to support participants to facilitate outcomes by adhering to the principles of a rights-based person-centred approach, and a recovery model (for those with a psychosocial diagnosis), delivered with respect and integrity, by qualified professionals with a high standard of customer service.

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

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

- Support participants to build capacity and exercise control to coordinate their plans, negotiate appropriate support and services and connect with community support and mainstream services in addition to disability specific and mental health support.
- Use local knowledge and sector expertise to increase opportunities for people with disability or psychosocial diagnosis to be connected to local communities providing holistic and positive service that enables a full and contributing life. This includes working in a collaborative manner with the participant, their support network, family and relevant stakeholders to achieve goals.
- Deliver services and support with a high level of customer service while meeting daily KPI's.
- Provide expert advice and consultation to people with disability, their families and networks on the changing disability service landscape, relevant procedures, practices, guidelines, and legislation including advice regarding customer safeguards, quality expectations and compliance.
- Support the implementation and review of service agreements, outcomes, support plans, programs and services to ensure an appropriate standard of service, supervision, safety and support is provided.
- Operate as required by legislation and departmental standards exercising the appropriate authorities and legal delegations pursuant to relevant legislation and other specific delegations and functions.
- With guidance, liaise with community services such as courts, tribunals, policy and mental health services and communicate effectively with a range of external agencies and service providers.
- Assist in the preparation and presentation of comprehensive reports, advice, briefs, assessments and correspondence containing informed comment, viable options for consideration and well-reasoned recommendations.
- Contribute to the maintenance of prescribed registers, reporting systems and client records ensuring the need to adhere to matters of confidentiality and diversity within a sensitive environment.

- Be professionally accountable for decisions that impact participants and staff, made within the bounds of MCM policy.
- Keep accurate and complete records of work activities in accordance with legislative requirements and MCM’s policy. 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.
- Participate in team and care team meetings, debriefing, supervision, training, and forums.
- 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 directed by the Team Leader or delegate.

POSITION AUTHORITIES

Direct reports:	0
Indirect reports:	0
Operating expenditure:	As per delegations of authority
Capital expenditure:	As per delegations of authority
Other:	

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"> • The Central Support Team • The Support Coordination Team • All program areas located within Disability Services
External Relationships	<ul style="list-style-type: none"> • Melbourne City Mission customers and their families • Other disability and generalist service providers including NDIA

KEY SELECTION CRITERIA

Essential:

- Minimum of Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health or equivalent tertiary qualification; or a minimum two years of experience in disability and mental health related work.
- Experience and skills to work competently alongside NDIS participants, their families and support networks and relevant stakeholders in their local community to build capacity to participate in the community and manage some or all aspects of their plan.
- Well developed communication (both oral and written) skills with the capacity to prepare and complete reports and case notes in clear and concise language.

- The ability to interpret information from other sources/documents and present information in a manner appropriate to the purpose and audience.
- Demonstrated ability to identify, measure and report on participant outcomes.
- Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of customers and services providers.
- The ability to work autonomously and cooperatively as a member of a team.
- Competence in data management concepts and the use of customer management systems to record and maintain client data accurately.
- Strong organisational skills which include time management, meeting KPI targets in relation to MCM business rules.
- Computer literacy, including proficiency in Microsoft office and excel.
- 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 or psychosocial diagnosis.
- Knowledge of the NDIS Act 2013, Disability Act 2006 and other relevant legislation.
- Experience working in a Psychosocial/ NDIS environment.
- Flexible to attend meetings and other work locations that are outside of allocated location.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. 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.

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 people who use our services 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 people who use our services who may be affected by your acts or omissions in the workplace.

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	People at the Centre We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and the people who use our services to achieve great things.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues.
REPUTATION	Doing Our Best Follows a ‘right first time’ approach. Sets and expects high standards as a mark of MCM’s reputation.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.
PEOPLE	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>
---------------	---

OUR VALUES

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

Together	<p>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.</p>
-----------------	---

Courageous	<p>We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.</p>
-------------------	--

Curious	<p>We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.</p>
----------------	---

Open	<p>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.</p>
-------------	--

Accountable	<p>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.</p>
--------------------	---