

Wathaurong Position Description			
Position Title	Support Coordinator (Balert Care Connections)	Contract	Full-Time, Ongoing
Identified Position	No- Aboriginal and/or Torres Strait Islander peoples are encouraged to apply		
Business unit	Balert Care-Aged Care/Disability		
Award	Social, Community, Home Care and Disability Services Industry Award 2020		
Classification	Social and community services employee, Level 4.1		
Reports to	Team Leader, Disability Services		
Direct Reports	Disability Support Worker		

Wathaurong Aboriginal Cooperative	
	<p>Wathaurong was formed by Community in 1978 as a place of common ground where Aboriginal people could be together and share in a sense of Community, with formal registration in 1980 to support the social, economic, and cultural development of the local Aboriginal Community. Wathaurong is an Aboriginal Community Controlled Organisation governed by an Aboriginal Board who are elected through the Annual General Meeting process annually, with their Chief Executive Officer to operationalise the strategic directives of the Board.</p> <p>Wathaurong operate on the traditional lands of the Wadda Wurrung, Boonwurrung, Gulidjan and Gabudanud peoples. Our support focuses on the local government areas of Geelong, Wyndham, Golden Plains, Colac Otway, Surf Coast and Queenscliff.</p>

Purpose of the Role
<p>The Support Coordinator is responsible for supporting a case load of Aboriginal NDIS and MyAgedCare participants to implement all supports identified in their plan in a culturally appropriate manner. The role is focussed on strengthening a participant’s ability to access and co-ordinate supports to enable each person to participate more fully in Community.</p>



Purpose of the Role

The Support Coordinator plays an integral role in the development and achievement of a participant's goals to maximise opportunity, independence, and quality of life. This is facilitated through coordinating supports with an emphasis on client goals and making the best use of their funded hours including working collaboratively with other service providers. The role also ensures services are delivered in accordance with the NDIS Practice Standards, National Standards for Disability Services, and Aged Care Standards as well as the Wellness and Reablement model.

Primary Responsibilities

- Ensure the completion of NDIS Participant Service Agreements and other appropriate documentation within the initial assessment as required
- Maintain Supportability and relevant documentation to demonstrate that service procedures are followed.
- Ensure that comprehensive client records and data on the services provided is maintained.
- Undertake and complete regular reports from funding agencies including DEX Data entry and DFFS.
- Monitor and action incoming referrals from MyAged Care and NDIS MyPlacePortal.
- Actively participate in the development, implementation, monitoring, regular review and reporting of client programs with providers including determining risk and preparing assessments, review client records and understand individual needs, review client goals, and measure individual progress and document outcomes.
- Assist participant at point of crisis in a timely manner.
- Organise Planned Activity Groups (PAG) and events.
- Represent the service to government, other community agencies and the wider community
- Develop links with relevant organisations to promote greater and more effective service co-ordination
- Other duties as directed by the Disability Services Team Leader and consistent with the overall goals and responsibilities of this position
- Commitment and contribution to Quality Improvement Activities
- Work in a manner that observes Occupational Health & Safety legislation

Selection Criteria

- Minimum Certificate IV in Community Services or equivalent and/or at least or at least 2 years of relevant work experience demonstrating the challenges the elderly and people with disabilities face in accessing appropriate services and their inclusion.
- Demonstrated skills and knowledge in care coordination, including planning, implementing, reviewing, and evaluating effective service plans with an emphasis on client goals.



- Must have a sound Knowledge and experience of NDIS Coordination, and to be able to develop and regular review progress of individual plans and implementation of participants plans
 - Budgeting knowledge is essential for participants funding
 - Excellent communication skills, both written and verbal and the ability to communicate in a positive and collaborative way.
 - Excellent relationship building skills and the ability to solve complex problems and communicate in a culturally appropriate manner.
 - Demonstrated ability to work autonomously and with flexibility including managing competing priorities, using initiative to problem solve and manage own workload.
 - Demonstrated ability to work as an effective and collaborative team member, including demonstration of a high level of professional and ethical behaviour.
 - Knowledge of safe and appropriate culturally centred practices for Aboriginal and/or Torres Strait Islander focused services, including employment of Aboriginal and/or Torres Strait Islander people.
 - Demonstrated understanding of social, physical, economical, and cultural strengths and challenges affecting Aboriginal communities and their ability to access adequate and quality services.
 - Understanding of the purpose and expectations of the Victorian Child Safe Standards and demonstrated commitment to contributing to a child safe organisation in both practice and culture.
- Desirable
- Identify as Aboriginal and/or Torres Strait Islander.
 - Demonstrated experience working with Aboriginal Community Controlled Organisations.

Conditions of Employment

- Must pass a National Police Record Check.
- Must pass and hold a Working with Children’s Check throughout the period of employment.
- Must hold a current Drivers licence
- Must pass safety screening checks as required based on the position and/or as requested by the funding body
- All positions are subject to funding.
- All positions are subject to an initial six (6) month probationary period.
- Other terms and conditions are in line with the relevant industrial instrument and internal policies.

Wathaurong’s Commitment to Safety

Wathaurong is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We report any allegations and wellbeing concerns to authorities.



Physical requirements & environmental conditions of the role

The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible, Wathaurong will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles.

A signed pre-existing condition declaration form is required to be completed prior to commencing in this role

<i>Required activities / working environment</i>	<i>Frequency</i>
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Rarely
Driving, in & out of vehicles	Sometimes
Lifting/moving equipment	Sometimes
Walking, climbing stairs, bending	Sometimes
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)</i>	Sometimes
Working outside in differing weather conditions	Rarely
Attending external locations including client homes	Sometimes

Position Description Acceptance

Signed by the Employee:

I have read and understood the above and agree to carry out the duties listed in my Position Description.

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Name	Signature	Date
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