

NDIS SUPPORT COORDINATOR

Consumer Directed Care

Role Purpose

- Represent MS Plus in providing Neurological and NDIS expertise in supporting NDIS participants to navigate the NDIS and coordinate their supports
- Provide a person-centred approach in supporting NDIS participants towards achieving their individual goals, objectives and aspirations
- Support NDIS participants to build and maintain their capacity and independence
- Work collaboratively with the team to provide accurate information and a high standard of care to NDIS participants
- Work collaboratively with internal and external stakeholders to achieve positive outcomes for NDIS participants

Organisation

Multiple Sclerosis Plus, commonly known as MS Plus, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We are a combined entity of the ACT, NSW, VIC, and TAS with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues. We are here so no one has to face MS alone.

Our Aspiration

The home of comprehensive support for neurological conditions

Our Purpose

Together on the journey to break down barriers, achieve goals and live well

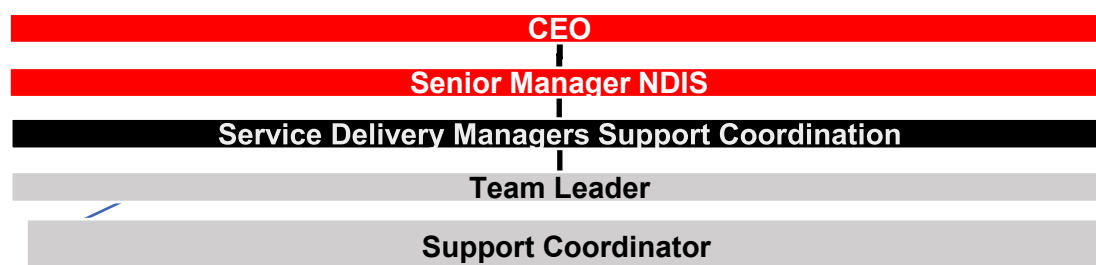
Our Values

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| Empowerment | We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders. |
| Community | We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives. |
| Expertise | We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation. |
| Creativity | We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly. |
| Spirited | We encourage initiative and look for ways to continuously improve. We show resilience in the face of set-backs, overcome obstacles, and learn from experience. |

Position

Position FTE (Full time/ Part time) N/A

Location/s Various



Key Responsibilities of this role

Strategic / Organisational Leadership Responsibilities

- Actively support MS Plus's purpose, values, mission and strategic vision
- Operate in line with MS Plus's policies, procedures and practices
- Promote and work within MS Plus's customer service delivery principles
- Positively and constructively represent the organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Actively demonstrate and embed into everyday work MS Plus's Service Promise & Foundation Behaviours
- Ensure the health, safety and welfare of self, co-workers and others
- Follow all reasonable directions given by the organisation
- Support, promote and show sensitivity to diversity in the workplace
- Contribute to continuous service improvement through consultation with Senior SCs, Team Leaders and Managers

Operational Leadership / Administrative Responsibilities

- Manage a caseload of NDIS Support Coordination participants.
- Support NDIS Participants to understand their NDIS plan, goals, objectives and use of NDIS portal for delivery.
- Maintain a continuous improvement culture. Support implementation of business strategies within the team. Provide feedback and suggestions for improvements to leadership as appropriate.
- Assist NDIS participants to strengthen their capacity to establish and sustain networks, support services, linkages and relationships
- Assist NDIS participants to communicate with NDIA when required to support their own plan requirements
- Application of NDIS Quality and Safeguarding framework principles to ensure continued high-quality supports are delivered across the organisation
- Actively strive for solutions that proactively manage the balance between Participant / Service risks.
- Full compliance with National Disability Standards as per MS Plus's framework hosted on the intranet
- Documentation, case noting, reporting and communication of key information is maintained according to internal and external requirements
- Minimum 80% Client-Focused Time target met consistently across each month after probation. Service provision is billed and case noted in a timely manner to ensure accurate and up-to-date records as well as revenue flow to achieve budget.
- Attend regular Individual Supervision and Team meetings
- Actively participate in 'Professional Growth Program' discussions throughout the year
- Work with other support coordinators and team leaders to build and maintain a positive culture of collaboration and shared expertise

People Leadership and Relationship Management

- Build NDIS Participants' capacity to understand and manage their NDIS funding, including understanding the role of service providers, funding purposes, budget application and ensuring / implementing choice and control

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- Working with external service providers and suppliers to ensure maximum quality of support and value for money is achieved
- Work respectfully and collaboratively with other departments within the organization to maintain positive working relationships across the organisation
- Provide proactive and effective communication to build relationships and capacity with providers, NDIS representatives and service recipients and their stakeholders
- Identify and manage any conflicts of interest internally or externally with service recipients and other service areas
- Demonstrate effective time management through consistently meeting the minimum 80% Client-Focused Time monthly target.

Key Contacts

- Team Members (Other Support Coordinators and Senior Support Coordinators)
- Team Leaders Support Coordination
- Support Coordination Service Delivery Manager, Operation
- Support Coordination Service Delivery Manager, People and Performance
- Senior Manager, NDIS and Allied Health Services

Competencies needed for success in this role

Revenue Raising

-Consistently meets minimum Client-Focused Time Targets (25% in first month of probation, 50% in second month, 70% in third month, and 80% thereafter)

Knowledge of client / consumer issues

-Maintains awareness of client / consumer / customer needs
 -Builds knowledge of client/consumer issues and needs to improve practice
 -Provides person-centred, individualised support to clients of MS Plus

Client / Consumer outcomes

-Supports clients / consumers to achieve their goals or aspirations through provision of quality service and accurate information / advice

Client Confidentiality and Dignity

-Respects and protects client/consumer privacy and confidentiality

Time management

-Demonstrates punctuality and meets agreed schedules, timelines, and due dates

Ethics

-Complies with Code of Conduct and MS Plus policies and behaves ethically, seeking assistance with ethical dilemmas
 -Observes professional boundaries and standards of practice

Problem Solving

-Uses sound judgement, and strategies to solve routine problems
 -Seeks additional support in decision-making and problem-solving when appropriate

Contract / Records management

-Ensure documentation compliance including maintaining accurate and detailed case notes, uploading reports, and other relevant documents and information. Regularly reviewing compliance documentation in client files as required for contract administration and regulatory / policy documentation requirements

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Quality, Risk, Safety, Legislative compliance

- Ensures work completed meets MS Plus's quality requirements.
- Ensures that risks, hazards and incidents are identified and reported in own work context.
- Ensures safety of self and others in work environment
- Is aware of relevant legislative, regulatory, and accreditation requirements and ensures compliance in work practices.

Capability Building

- Seeks feedback and focuses on enhancing and extending own knowledge and skills.
- Works collaboratively with people from different disciplines, shares own skills and knowledge and draws on theirs.

Shared Vision

- Maintains enthusiasm and understands own role in achieving organisational purpose.
- Behaviour aligns with organisation's values, including sharing information and collaborating with others to achieve outcomes.
- Generates ideas for innovation and enhanced working practices to achieve organisational mission. Role models behaviour aligned with MSL's values.

Written and Oral Communication

- Provides accurate written information using forms, log books and templates appropriate to the task.
- Speaks respectfully and explains issues and information clearly to client/ consumers and colleagues

Interpersonal skills

- Demonstrates self-awareness and active listening and asks appropriate questions when dealing with clients/consumers and colleagues.
- Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications.

Partnerships and Collaboration

- Works collaboratively within the team and with other organisations in formal and informal partnerships to achieve positive outcomes for NDIS participants

Diversity and Different Styles

- Builds team spirit and an inclusive team culture and supports the development of other team members

Knowledge, Experience and Personal Attributes needed for success in this role

Qualifications

- Essential** • Minimum Certificate III in disability/community services, welfare or developmental education or similar
- Preferred** •

Knowledge and Experience

- Ability to work collaboratively and maintain professional relationships, communication and coordination skills
 - Effective organisation and time management skills
 - Demonstrated high level written and verbal communications skills
 - Attention to detail
 - A collaborative approach to teamwork
- Essential**
- Demonstrated ability to manage individualised NDIS plan budgets
 - Curiosity and active listening skills in communicating with others
 - An ability to work in partnership with participants, build their capacity and support them to achieve their goals
 - Knowledge and demonstrated experience to build networks and facilitate referrals to meet participants needs
 - Demonstrated experience and competence using a range of computer packages including Microsoft Office

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- Relevant State/Territory current Driver's Licence and personal vehicle for use
- Experience in Support Coordinator role
- Understanding of how the National Disability Insurance Scheme (NDIS) works from both participant and provider perspectives
- Understanding of NDIS support categories and types of support that can be funded through NDIS
- An understanding of Multiple Sclerosis and the impact it may have on an individual
- Experience working under a fee-for-service model
- Experience maintaining an unshared case load
- Commitment to professional development

Personal Attributes

Client/Consumer Focused

- Prioritises needs of clients, consumers, and customers
- Aims for best outcomes for clients, consumers, and customers
- Is outcome-focused
- Follows through with commitments

Self-disciplined

- Manages own time to achieve key outcomes
- Avoids distraction and diversions

Resilient / Adaptable

- Recovers from setbacks
- Overcomes obstacles and impediments and adapts as needed
- Learns from experience and identifies areas for self-development

Collaborative

- Treats clients / consumers / colleagues with respect and compassion
- Gives feedback in a timely and respectful way
- Works with others to achieve common goals
- Engenders a spirit of teamwork
- Inspires trust

Supportive

- Encourages others to attain goals and achieve
- Listens actively and inspires confidence
- Demonstrates empathy when confronted with adversity

Licence / Registration or Accreditation

- Current Working with Children Check
- Current Working with Vulnerable People Check (ACT only)
- Minimum P2 Drivers Licence and own reliable vehicle
- Current National Police Record Check – to be organised by MS Plus
- International Police Check if lived overseas for longer than 12 months in the last 10 years (to be provided by the applicant)
- NDIS Worker Screening Check

Other

Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All) a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles you may not be able to commence work or continue working if the required screening employment checks have not been completed/cleared.

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Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one, or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee. All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Employees must provide:

- Right to work in Australia documentation.
- An International Police Check if they have lived overseas for longer than 12 months in the last 10 years.

Required Screening Checks

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| ☒ Police Check | ☒ NDISWC |
| ☐ WWVP (ACT/TAS) | ☐ WWCC |

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