

JOB TITLE	Manager Support Coordinator
DATE	03/11/2020
REPORTS TO	Operations Manager CEO
SUPERVISES	Support Coordinators

JOB DESCRIPTION

Purpose of role	To actively lead the department of Plan Connect Services Australia whilst connecting people with a National Disability Insurance Scheme (NDIS) Support Plan to access a range of supports which align to the support items within their NDIS plan and suit their Individual needs, across one or more providers.
Main duties and responsibilities	<p>Core objectives include:</p> <ul style="list-style-type: none"> • Provide varying levels of coordination and transition support to individuals to build capacity to achieve their set NDIS and individual goals. • Actively participate in matching individual's needs, wants and aspirations with community based or mainstream programs and options. • Manage, support and supervise Support Coordinators in the actions of their role and provide support, guidance and direction when required. • Assist participants to achieve their goals by provide coaching support and guidance at all levels of decision making while ensuring at all times not to influence decisions with personal opinions. • Build NDIS participant and families capacity to understand and navigate service systems in the future. • At all times operate autonomously of the services provided by Encompass Community Services INC-however this does not mean participants cannot choose to have associations with this service. • Work within the funding level associated with each participant and track their funding as required • Adhere to Encompass management and NDIS reporting requirements as requested. • Provide reports as required and maintain up to date records of participant implementation of plans and monitor expenditure as required. • Manage and prioritise personal and divisional work requirements to ensure the maximum number of participants are being supported at any given time. • Market the services of Plan Connect Australia and Encompass Community Services to participants and other services as required. • Complete administration tasks associated with the success of the Plan Connect Australia services. • Ensure a strong working relationship with appropriate staff at the NDIA and Local Area Coordinator

- Maintain up to date knowledge of the Disability and Community services Industries, including the NDIA, NDIS, NDIS Quality Safe Guards Commission and Victorian Complaints commission.
- Provide guidance and leadership to all members of staff within the team and address performance issues as they arise.
- Work Collaboratively with other Encompass Support Coordinators
- Develop and maintain accurate work instructions on the operations of the division.
- Participate in Encompass management meetings as required.
- The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications

- Certificate IV in Disability
- First Aid Certification

Experience

- Experience in managing or leading teams
- Experience and relevant qualifications, including working with people who have complex needs.
- Experience in the role of Support Condition

Knowledge

- Knowledge of and understanding of the NDIS Quality and Safe Guards Commission
- *Knowledge of the role of Support Coordinator*

Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
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- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
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- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
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- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
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- **Teamwork:** willingness to assist and support others as required and get on with team members.
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- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc.
- It is the responsibility of each individual to meet personal, divisional and organisational deadlines.
- It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.
- It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.
- It is expected of staff members that they create opportunities to connect clients of Encompass with the wider community in a setting which does not segregate. When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.
- It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor
- It is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedure.
- Drivers Licence

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.