

SUPPORT COORDINATOR - MANAGER

Manage Support Coordinators in the actions of their role and provide support, guidance. Rewarding & exciting opportunity in the disability sector.

ABOUT

Encompass Community Services is a not-for-profit organisation committed to promoting equality and universal opportunity for all.

For 36 years Encompass have been a customer service leaders in delivering supports and we pride ourselves in shaping sustainable local communities.

Our aim is to end damaging stigmas and stereotypes; open doors of opportunities for all people – whatever background, whatever ability.

THE ROLE

Actively lead the department of Plan Connect Services Australia, driving business development and supporting people with a National Disability Insurance Scheme (NDIS) support plan to access high quality Support Coordination and Plan Management services.

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.

BENEFITS

- Not for-Profit, salary packaging options
- Annual leave, leave loading
- Employment assistance program
- Internal career pathway opportunities

MAIN DUTIES & RESPONSIBILITIES

Address: Encompass Community Services Inc. 79 Gheringhap St, Geelong 3220
Phone: (03) 5222 3377 | **Email:** info@encompass-cs.org.au
Website: www.encompass-cs.org.au
ABN: 93 483 436 215 | **Incorporation Number:** A0018610J

- Manage, support and supervise Support Coordinators and Plan Managers in the actions of their role and provide support, guidance and direction when required.
- 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.
- Assist participants to achieve their goals by providing 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 navigate service systems in the future.
- Work within the funding level associated with each participant and track their funding as required.
- Provide reports as required and maintain up to date records of participant implementation of plans and monitor expenditure as required.
- Market the services of Plan Connect Australia to participants and other services as required.
- 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 and Safe Guards Commission and Victorian Complaints commission.
- Provided guidance and leadership to all members of staff within the team and address performance issues as they arise.
- Monitor divisional budget and liaise with Senior Management to establish budget projections and business proposals.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Full Australian working rights & Victorian Drivers Licence.
- NDIS Workers Screening Check and Working with Children Check (or willingness to obtain).
- Evidence of COVID-19 vaccination status inclusive of booster.
- Previous relevant experience including management and leading teams
- Relevant Experience in the role of Support Coordination
- Knowledge of and understanding of the NDIS Quality and Safeguards Commission and the role of Support Coordinator.
- Certificate IV in Disability (highly desired)

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INTERESTED?

Click apply now or email your resume and an accompanying covering letter addressing your experience to careers@encompass-cs.org.au by close of business **Tuesday, 31st May 2022**.

For a position description or more information about employment opportunities at Encompass Community Services, visit: www.encompass-cs.org.au/join/

Encompass Community Services prides themselves on being an equal opportunity employer which values equal opportunity, fairness and enjoys a diverse and inclusive workforce.

Encompass Community Services welcomes and encourages applications from people with a disability, Aboriginal and Torres Strait Islander people, people with diverse culture and linguistic backgrounds.

Encompass Community Services provide equal employment opportunity (EEO) to all persons regardless of age, colour, national origin, physical or mental disability, race, ethnicity, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by applicable federal, state or local law. In addition, Encompass Community Services will provide reasonable adjustments for qualified individuals with disabilities.

Encompass Community Services is committed to providing a safe and friendly environment for children and young people.

Encompass Community Services respectfully acknowledges and celebrates the Traditional Owners of the lands throughout Victoria and pays its respects to their Elders, children and young people of past, current and future generations.

