

POSITION DESCRIPTION

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| Position Title / Classification: | NDIS Supports Coordinator |
| Section: | Plan Management Unit |
| Award: | Aligned to Social, Community, Home Care and Disability Services Industry Award – Level 4 |
| Status: | Full Time or Part Time (flexible working arrangements available) |
| Location: | 8 Warwick Rd Ipswich |
| Supervises: | N/A |
| Position Reports To: | Chief Executive Officer and is supported by the Support Coordination Practice Advisor. |
| Date Prepared: | 10 November 2021 |

Our Vision

At ALARA, our vision is that people with a disability and older Australians receive quality support to have their needs met, to achieve their personal goals and be actively included in the life of our community.

In the Ipswich, Lockyer, Somerset and surrounding areas we provide a range of services including:

- In-home (domestic and personal care) support
- In-home and hub based respite care
- Community access, participation and inclusion
- Learning and life skills development groups
- Accommodation support
- Information and Advocacy
- Social, Leisure, Sporting and Recreational Activities
- Fitness and Wellness programs
- Creative Arts Programs
- Services for Older Australians
- Services for Children and Teenagers
- Plan Management and Financial Intermediary services
- Supports Coordination

The Organisation

ALARA QLD Limited is a non-denominational disability service provider, originally established as Respite Care Services (Ipswich) Inc in 1991. In 2000, the organisation underwent a name change to ALARA Association Inc. to better reflect its services and in 2013 became ALARA QLD Limited, a company limited by guarantee.

ALARA means:

Access **L**ifestyle Support **A**ccommodation Support **R**espite **A**ctivities

It is a not-for-profit provider of community and support services that are individualised and responsive to the needs of people with a disability, their carers and families. Services are provided in the Ipswich, Somerset and Lockyer Council areas.

Funding is received from the Queensland Government Department of Communities, Child Safety and Disability Services, the National Disability Insurance Scheme and from the Federal Department of Health. Services are also purchased directly by our customers.

ALARA'S Values

ALARA services are provided in a way that is consistent with the following values:

- Value 1: Person Focused**
We will be **Person Focused** and aim to meet individual needs.
- Value 2: Responsive**
We will be **Responsive** and flexible within our resource limitations.
- Value 3: Partners**
We will be **Partners** with our clients, carers, families, staff, volunteers, members, the community and funding bodies.
- Value 4: Safety**
We are committed to ensuring the physical and emotional **Safety** of everyone involved with ALARA QLD Limited.
- Value 5: Respect**
We will operate with **Respect**, dignity, confidentiality, accountability, equity and honesty with transparent and open communication
- Value 6: Excellence**
We will **Strive** for excellence through learning, innovation, creativity and change.

ALARA'S Services

ALARA provides a range of services for people with a disability and older Australians, and their carers, including:

In-home Support

ALARA provides a range of services to enable people to be as independent as possible in their own home. This can include personal care support and assistance with cooking and cleaning.

In-home Respite

ALARA provides in-home support to provide appropriate support to the service user while their primary carers (parents, partner/spouse/family members) have a break from their caring role.

Community Connection, Access, Participation and Inclusion

Service Users are provided opportunities to learn/maintain skills, expand their personal networks and to participate in the life of the community.

Information and Advocacy

Service Users and their representatives are involved in the co-design of their support and given information regarding other services and events in the community that they can access to meet their needs. Where appropriate, they are encouraged to access services which can speak and act on their behalf to ensure their needs are addressed.

Social, Sporting, Leisure and Recreational Activities

ALARA's Activities Program includes sporting, mixed social activities, school holiday programs, getaways and supported holidays.

Fitness and Wellness Programs

ALARA's qualified personal trainers are available on a group or individual basis to help individuals achieve their fitness goals. ALARA also runs a range of group activities with a health and wellness focus.

Community Hubs

ALARA has Community Hubs or "Luke's Place Centres" in Ipswich, Esk and Lockyer. Each hub provides access to a diverse range of opportunities designed around the interests and preferences of individuals and the group.

Creative Arts Programs

ALARA offers a range of Arts Program to support practising artists and budding artists to express their creativity, develop new techniques and explore new mediums.

Services for Older Australians

ALARA QLD Limited provides a range of services for older people that are designed to give them the control and flexibility they need to maintain their quality of life and independence.

Services for Children and Teenagers

ALARA provides services designed to support families in their caring role and a comprehensive range of age appropriate supports to assist children and teenagers to develop social and practical skills and increase their independence.

Plan Management and Financial Intermediary Services

ALARA's NDIS Plan Management services give both NDIS and My Aged Care participants the benefits of self-management without the financial, administrative and coordination workload.

Support Coordination

ALARA is registered with the National Disability Insurance Agency (NDIA) to provide Coordination of Supports. The aim is to ensure that NDIS Participants have maximum choice and information about potential providers.

Community Awareness

ALARA strives to educate the community and make them more aware of, and more responsive to, the needs of people with disabilities.

Position Specification

1.1 Position purpose:

The Supports Coordinator is a member of the ALARA QLD Limited Plan Management Unit and is responsible for:

- the provision of varying levels of coordination and transition of supports for children, young people and adults who are NDIS participants

The incumbent will actively supports people with an approved National Disability Insurance Scheme (NDIS) Plan to:

- Research, coordinate and manage a range of supports to suit individual needs across multiple providers
- Connect with their communities and participate in mainstream and community options and
- Coordinate and manage their plan to enable greater independence across all life domains

1.2 Key Responsibilities:

- To support implementation of the participant's plan, including informal, mainstream and community, as well as funded supports in line with the approved level of Support Coordination in their NDIS Plan (see Attachment A)
- To strengthen and enhance the participant's abilities to coordinate supports and participate in the community
- To proactively navigate, influence and negotiate with mainstream and community services for the delivery of appropriate supports
- To ensure that support focuses on participant goals and objectives and is outcome focused
- To build the capacity of the participant (and their Carer/Nominee where applicable) to exercise greater choice and control and develop skills for increased independence in directing services and supports in the longer term
- Provide the NDIA with comprehensive professional reports on outcomes and success indicators within the agreed reporting frequency
- To provide support in a manner that is consistent with ALARA's NDIS – Conflict of Interest Policy
- To work within the funding levels associated with each participant (continually tracking, monitoring and timely reporting of billable hours as per procedure)
- To achieve the monthly budgeted outputs to ensure the ongoing sustainability of the role.

Other General Responsibilities:

- To deliver services with a high level of quality and satisfaction
- To ensure that services are delivered in accordance within ALARA policy and procedures
- To ensure that all legislative and regulatory requirements relevant to the activities being undertaken are met
- To meet the financial and key performance indicators set for the position

1.3 Supplementary Responsibilities:

- To proactively contribute to identifying own training and development needs and to maintain up to date knowledge, skills and abilities.
- To participate in mandatory training and ongoing staff development opportunities.
- To work under direction while adhering to ALARA's policies, procedures, guidelines and instructions.
- To contribute effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.

- To contribute effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- To contribute effectively to the achievement of continuous improvement and the organisations vision and key outcome areas.
- To proactively contribute to the safeguarding and promoting the welfare of children, young people and vulnerable adults and older Australians

Key Selection Criteria

2.1 Qualifications

Minimum of Diploma in Disability or Certificate 4 Disability level qualifications and demonstrated experience and skills relevant to the role.

2.2 Key Selection Criteria

- Knowledge and understanding of the National Disability Insurance Scheme (NDIS) and available local services, community and mainstream supports.
- Well-developed analytical and problem solving skills with the ability to conceptualise and develop innovative and flexible strategies and support solutions to meet participant/client requirements and support them to achieve their goals
- Sound knowledge of contemporary disability philosophy and service practice issues and experience in person-centred case management
- Ability to work collaboratively in a busy work environment both independently and as part of a team.
- Well-developed communication and interpersonal skills including the ability to work and communicate effectively with participants, their families, community agencies and professionals
- Ability to produce accurate, professionally appropriate and current records and written reports
- Adaptability to changing circumstances and a dynamic environment and strong time management skills with the ability to prioritise work
- Capacity to build effective collaborative relationships and negotiate effectively with internal and external stakeholders
- Strong financial acumen and understanding of budgets

- Broad knowledge of community resources which support individuals within ALARA's catchment area
- Demonstrated computer skills including Microsoft Office Suite applications and experience in working with client information management systems.

2.3 Other Requirements

- Current Open Drivers Licence.
- Eligibility to meet the requirements of a Positive Notice Blue Card for Child Related Employment and NDIS Worker Clearance Card (or current Disability Services Queensland Positive Notice Card Criminal History Check).
- Compliant National Police Check on commencement
- Commitment to the philosophy and objectives of the Queensland Disability Services Act, the NDIS Act 2013 (and Amendment 2016), the Aged Care Act 1997 (Cth) and associated Service Standards.
- Not be banned or suspended from the provision of services by either the NDIS Quality and Safeguards Commission or Aged Care Quality and Safety Commission.
- Hold a certificate of completion of the NDIS Worker Orientation Module*
- Must provide proof of Australian Citizenship, be Permanent Resident or hold a Valid Working Visa
- Ability to comply with relevant Public Health Orders or funding body requirements related to vaccination status.

Attachment A

Coordination of Supports

There is a three tiered approach to NDIS Coordination of Supports:

Level 1 - Supports Connection (generally done by the NDIS Partner LAC)

Time limited assistance to strengthen participant's ability to connect with informal, mainstream and funded supports, and to increase capacity to maintain support relationships, resolve service delivery issues, and participate independently in NDIA processes.

Support Connection is a non-ongoing service focussed on enabling the participant to connect to supports in the plan. The word "connection" is appropriate for a support that assists participants to establish arrangements with funded providers, and to build a network of informal and mainstream supports. Support Connection's primary focus is helping the participant to start their plan implementation by assisting them to:

- Identify options (funded, mainstream and in informal networks)
- Investigate options
- Understand and manage the funding flexibility in the plan
- Reach decisions regarding services
- Reach agreement with providers
- Commence service and ensure new support arrangements thrive
- Monitor quality and spend of services
- Prepare for their review

Through the provision of this support it is expected that participants will gain skills to participate in NDIA processes, and gain independence in creating and maintaining supports.

Level 2 - Support Coordination (Generally the level at which the ALARA Supports Coordinator provides support)

Assistance to strengthen participant's abilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources.

Activities that a support coordinator usually undertake:

Support coordinators work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals.

This is likely to include supporting the participant to:

- assess a number of mainstream, community, informal and provider options
- choose preferred options or providers
- negotiate services to be provided and their prices, develop service agreements and create service bookings with preferred providers
- negotiate services and prices as part of any quotable supports
- arrange any assessments required to determine the nature and type of funding required (e.g. assessment to determine the type of complex home modifications required)
- decide the budget for each support type and advise any relevant plan manager of the breakdown of funds
- liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds
- link to mainstream or community services (i.e. housing, education, transport, health)
- strengthen and enhance their capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to resolve problems or issues that arise, understand their responsibilities under service agreements and where required change or end a service agreement

Other activities a support coordinator might undertake:

Support coordinators may also undertake some specialist activities including:

- assisting the participant get ready for their plan review by helping them including assessing whether they achieved their goals and got value for money for their plan, identifying solutions to problems experienced in implementing the plan and considering new goals
- helping participants decide on what actions to take to achieve goals in relation to exploring housing options and life transition planning.

Activities which support coordinator does NOT provide:

For most participants, the need for support coordination is expected to decrease as capacity is increased. For this reason, support coordinators are not funded to provide:

- participant transport
- plan administration
- plan management
- support rostering
- advocacy
- disability supports

Outcomes support coordinator is expected to deliver for participants:

Support coordination enables participants to:

- maximise the value for money they receive from their supports
- genuinely exercise their choice and control
- implement their plan
- have increased capacity to manage/direct their own supports
- have greater opportunities to explore and connect with community and alternative support options
- better coordinate multiple supports and services
- have the capacity of their informal support network strengthened
- be better able to use the NDIS Participant Portal myplace

Level 3 - Specialist Support Coordination (outside the scope of ALARA's registration)

The provision of Support Coordination within a specialist framework necessitated by specific high level risks in the participant's situation. This support is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting the participant to connect with supports and build capacity and resilience.

Specialist Support Coordination includes all the activities outlined in "Support Coordination", but addresses situations where it is appropriate to have a specialist deliver Support Coordination-style activities, necessitated by specific high level risks in the participant's situation.

Specialist Support Coordination is time limited and focuses on addressing barriers and reducing complexity in the support environment, while assisting the participant to connect with supports and build capacity and resilience.

Supports at this level will only be allocated where the incumbent social work, psychology or allied health qualifications and the requisite professional registration.