**POSITION DESCRIPTION**

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| TITLE | Support Coordinator | NAME |  |
| AWARD | SCHADS | GRADE | Level 3-4  | SALARY |  | TYPE |  |

Community Access Western Sydney (CAWS) is committed to provide advocacy and support to people with a disability to ensure that their life is enjoyable and interesting.

Our Vision is to promote, protect and defend the rights of people with a disability. To ensure that people with a disability have access to every opportunity that is available to any members of the community in which they live.

CAWS hold in esteem the following personal values:

* Resilience
* Integrity & Respect
* Trust & Honesty
* Equality & Inclusiveness

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| POSITION OVERVIEW: |
| The Support Coordinator will be responsible for providing support coordination within a person centred, strengths based framework. Assisting the participant to connect with supports, build capacity & resilience.  |
| RESPONSIBLE TO: |
| Specialist Support Coordinator.  |
| DUTIES AND RESPONSIBILITIES: |
| 1. Establishment of a positive collaborative relationship with NDIS participants and their circle of allies.
2. Manage a caseload, completing work within the agreed timeframe as identified in the Schedule of Supports.
3. Assist participants to engage with service providers, understand service agreements and coordinate the service provision.
4. Assist participants to connect and engage with informal and mainstream supports to achieve their goals
5. Build capacity in participants to manage their NDIS plan in the least restrictive way with the goal of reducing the need for Support Coordination in future plans.
6. Assist participants to prepare for their NDIS review meetings.
7. Assist advocacy participants to prepare for applications to NDIS.
8. Provide advocacy as required to participants on your support coordination caseload where the activity is outside of what is considered part of the NDIS plans responsibility. This will be reported through and funded by the advocacy program.
9. Work in accordance with the CAWS policy and procedure, in particular those associated with individual support and identify gaps in policy and procedure to management.
10. Monitor the safety and wellbeing of participants and report any concerns to your supervisor.
11. Ensure completion of appropriate documentation according to procedures.
12. Work with participants, family or carers and relevant professionals to support participant’s individual goals.
13. Provide feedback to relevant people to enable appropriate planning at review meetings.
14. Participate in mentoring to identify ongoing training and support opportunities that contribute to your career goals.
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| KEY PERFORMANCE INDICATORS: |
| 1. Appropriate record keeping and management of participant’s electronic files including service agreements and other records of engaging service providers.
2. Reporting of hours to the finance officer within the appropriate time frames.
3. Active contribution to the CAWS team and the development, implementation and evaluation of programs, policy and procedure.
4. High level communication with CAWS team and relevant others is maintained including advising of any potential risks to participants and the organisation.
5. Induction & Work Health & Safety (WHS) training is undertaken within the first 3 months of employment.
6. Adherence to the CAWS and NDIS Code of Conduct.
7. All work instructions, WHS and other policy and procedures are followed exactly.
8. The Manager is notified of any concerns relating to policy, procedure, work instructions and other documentation as soon as reasonably possible.
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| PERSONAL QUALITIES: |
| 1. Display a commitment to CAWS Vision and Values.
2. Adaptable to changing circumstances and able to prioritise work.
3. Commitment to the principles of advocacy, social justice and inclusion, valuing difference and diversity.
4. High standard of personal integrity, honest and trustworthy.
5. Being able to be part of a team and value others input.
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| ESSENTIAL SELECTION CRITERIA: |
| 1. Tertiary Qualification in behavioural sciences at minimum level of:
	1. Diploma with a minimum of 6 months experience in a similar role; or
	2. Certificate IV with a minimum of 2 years experience in a similar role.
2. Experience working with a multi-disciplinary team of individuals from multiple agencies.
3. Experience working with people with a disability and their families during critical periods of their lives.
4. Demonstrated experience in developing, interpreting and implementing individual plans.
5. Understanding of Person Centred and Strengths Based Planning.
6. Ability to identify and understand challenges facing people from diverse backgrounds including those from CALD and ATSI communities.
7. Genuine desire to provide the best quality support to people with a disability.
8. High level computer skills using Microsoft Office and Excel.
9. Well developed communication skills, including the ability to work and communicate effectively with participants, their families, carers or advocates, community agencies and other professionals.
10. Ability to work in a very busy environment across multiple sites in Western Sydney and to work independently or as part of a team.
11. Understanding of privacy and confidentiality needs of participants and their circle of allies.
12. First Aid Certificate or willingness to obtain at your cost within the first 6 months of employment.
13. Working with Children Check and National Criminal Record Clearance. The cost is to be met by the employee but may be done after the position is offered and before the employee commences.
14. Valid driver licence and availability of a vehicle for business use (Allowance payable).
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| DESIRABLE SELECTION CRITERIA: |
| 1. Prior experience working with people that are diagnosed with a mental illness
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