



This package contains the following information to assist you with an application for:

Support Coordinator – Supportability Service (Fixed Term Maternity Leave Contract)

- 1. General Conditions of Employment**
- 2. Position Description**
- 3. Selection Criteria**

Applicants are requested to include the following in their application:

- (a) Cover letter stating which position/s you are applying for and what attracted you to that position.
- (b) Responses to Selection Criteria. Shortlisting for interview is based on your knowledge, skills and experience meeting the selection criteria. Applicants who do not address the Selection Criteria may not be interviewed.
- (c) Current Resume.
- (d) Referees. Please provide at least three (3) recent work related referees who we can contact.

Applications can be submitted by:

Email: julie@csci.org.au

In Person: 13-17 Donald Street, Innisfail QLD 4860

Post: Private & Confidential

Manager

Community Support Centre Innisfail

PO Box 886 INNISFAIL QLD 4860

Applications close Thursday 13 May 2021

Community Support Centre Innisfail Inc. (CSCI) is a community based, not for profit, support organisation with a proud history of serving the local community for more than 45 years. CSCI delivers a range of quality services that strive to foster community resilience, social connectedness and enhance the capacity of individuals and families across the Cassowary Coast. CSCI is an NDIS registered provider of Support Coordination, Groups and Centre Based Activities and Therapeutic Supports - Counselling. CSCI is an Equal Opportunity Employer and is committed to fair, merit-based recruitment selection processes.



Support Coordinator – Supportability Service

POSITION DESCRIPTION

POSITION

Support Coordinator – Supportability Service (Fixed Term Maternity Leave)

PURPOSE

To provide NDIS Support Coordination services and Group Programs that are responsive, individualised, and consistent with the relevant legislation and participant NDIS plans

ACCOUNTABILITY

To the Manager, Community Support Centre Innisfail Inc

SALARY AND CONDITIONS

Part-Time – Fixed Term to 21st January 2023

HOURS: 20 Hours per week for handover until 27th July 2021
30 Hours per week 28th July 2021 – 21st January 2023

SALARY: LEVEL 4 SCHCDS Award 2010 (\$36.62/Hr)

+ Salary sacrificing benefits available

Time Off in Lieu (TOIL) arrangements apply for hours worked outside of nominated hours.

The position is based at the Community Support Centre Innisfail. A work vehicle will be provided for any travel required to meet organisational needs.

DUTIES:

Undertake participant intake; assessment of eligibility and criticality of need; identification of participant goals; management of case allocation and capacity

Assist existing and new participants to implement their NDIS Plans and coordinate their services and supports

Develop case-plans that address the participant's goals, strengths, needs, and well-being, in collaboration with families and Plan Nominees, and all agencies engaged with the participant

Make effective, supported referrals for participants to meet their identified goals, needs, and preferences in relation to NDIS-specific and universal supports

Maintain active links and coordinate case plan meetings with other services that form part of the participant's NDIS plan

Assist participants to negotiate and resolve points of conflict with other service-providers

Provide participants with assistance to prepare for their NDIS plan-reviews and change-of-circumstances reviews

Enhance the participant/plan-nominee's capacity to coordinate and manage their own supports and services

Deliver the weekly *TeeNDIS* Activity Program

Promote the services of *Supportability* to the market and growing the participant base

Develop and maintain positive relationships with other service providers, government departments and community agencies to provide effective services and ensure seamless referral and service responses for clients

Provide the day to day management of Supportability Service, including: NDIS portal -requests for service, service bookings and payment requests

Maintain accurate, clear, up to date and appropriate administrative and client records including assessments, service agreements, case notes, group work notes, statistics and reports on specified formats and in relevant databases

Ensure all work activities, including assessments, referrals and support strategies are conducted to relevant standards and compliant with legislation, organisational objectives and policies, and culturally appropriate models

Participate in regular supervision with the Manager or their delegate and attend staff and team meetings as required

SELECTION CRITERIA

Applicants who do not address the Selection Criteria may not be interviewed

Essential Requirements

- Please Note: A Working with Children Blue Card clearance and a NDIS Worker Screening Clearance will be required prior to commencing in this role
 - Possession of an open driver's license
 - Relevant Degree qualifications in Community Development/Human Service is highly desirable
1. Demonstrated experience in communicating with, empowering and supporting people with a disability
 2. Demonstrated experience in NDIS support coordination, or similar human services case management role
 3. Demonstrated understanding of, or ability to learn relevant legislation, NDIS procedural guidelines and the full range of community services that may be required by participants
 4. Demonstrated ability to work as part of a team and independently
 5. Demonstrated administrative and documentation skills including experience in using online portals and databases