

Support Coordinator

Alacrity Health Melbourne, Victoria, Australia. Casual

Section A: Position Description

About the Role

Position Title	Support Coordinator
Employment Status	Full-time
Classification and salary	Starting SCHADS Level 3-4, depending on experience
Location	Bulleen office location – however flexibility in work from home.
Hours	Full-time
Contract Details	Permanent

Organisational Overview

Alacrity Health is a grass-roots, progressive mental health organisation that does supports differently. How? We are growing with transparency and sustainability at our core - reducing paper and other waste, providing clear communication to supports, participants and carers, giving back to the community through tree-planting programs and sponsoring local community, and more. Alacrity Health was formed by someone with lived experience and worked in the peer work sector for years. Therefore, Alacrity Health is run not just for profit, but for the community and with personal experience on what works. We want to support workers to grow within our organisation, professionally and personally.

Alacrity Health are an inclusive organisation and provide support for all types of individuals from diverse communities. We provide community outreach services for people experiencing mental illness and who are provided funding under the National Disability Insurance Scheme (NDIS). We are committed to treating individuals with the utmost respect and dignity.

Position Overview

This position forms part of Alacrity Health's Support Coordination team. This opportunity will be based working from home and you will be required to report to the Support Coordination Team Lead. Future growth may lead to this position becoming office based. Alacrity Health is a registered NDIS Psychosocial Support Service. The NDIS aims to provide people with choice and control over how, when and where those supports are provided. As such we require applicants to have a good understanding of NDIS and administrative process' related to implementing services.

Core duties

- Experience in coordinating responsive, individualised support to participants with psychosocial disability varying in complexity.
- Demonstrated ability in establishing empowering and supportive partnerships with participants and their service providers.
- A commitment to person centred and trauma informed practice maximising the opportunities and support of participants with disabilities and their families within their local communities.
- A sound understanding of relevant legislation, NDIS procedural guidelines and the full range of community services that may be required by participants.

- A commitment to work within the NDIS policy and funding framework.
- Demonstrated commitment policies and programs under the direction of the Team Leader Support Coordination, and a high level of accountability.
- Demonstrated skill in researching information and developing effective and innovative support options.
- Demonstrated capacity to work independently and autonomously.
- Demonstrated ability to liaise effectively and work in partnership with all stakeholders.
- Highly developed written and verbal communication skills.

What will you bring to the role?

- Previous experience as a support coordinator at least 1 year.
- Experience working within NDIS and a good understanding of psychosocial disability.
- A clear ability to work within and to develop strong collaborative relationships with participants and key stakeholders.
- Excellent interpersonal skills.
- Excellent written and verbal communication skills.
- Experience with Microsoft Office suite.
- Flexibility with your working practice including working from home.
- A commitment to participants rights and to participants active participation in planning their service.

Section B: Application Procedure

To discuss the position, please contact:

Name	Hayden Heatherington
Title	Director
Contact Number	0481 810 696
Email	Hayden.heatherington@alacrityhealth.com.au

Applications should include CV and a Cover Letter explaining your interest in the position and working at Alacrity Health. You do NOT need to provide a written response to the selection criteria. Please include three current referees.

Section C: Key Responsibilities

Support Coordination

- Tertiary Qualifications in Mental Health (minimum cert IV) or other related discipline.
- Flexibility and ability to work autonomously when required.

In addition, you will need:

- An NDIS Worker screening check will be undertaken prior to commencement.
- Police check.
- Current Working with Children Check.
- Australian Working Rights.
- Current Australian Drivers licence.
- Computer literacy.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds. We encourage people from all backgrounds to apply.

Service delivery and development

- Action referrals in a timely manner
- Be the key contact for service issues, complaints, major changes and plan reviews
- Maintain confidentiality of customers, their families/carers and the organisation
- Effective networking internally and externally to assist individuals achieve their desired personal outcomes
- Manage any perceived or real conflict of interest in accordance with the NDIA's and Alacrity's conflict of interest guidelines
- Provide NDIA with reports on specific goals, outcomes and success indicators within the agreed reporting frequency
- Enhance Alacrity Health practice and reputation through continuous improvement, business development and innovation.

Support the NDIS participant to:

- Assess a number of mainstream, community, informal and provider options
- Select preferred options or providers
- Negotiate services to be provided and their prices
- Develop service agreements and create service bookings with preferred providers
- Arrange for any assessments required to determine the nature and type of funding required (e.g. assessment to determine the type of complex home modifications required)
- Determine the budget for each support type and advise any relevant plan manager of the breakdown of funds
- Liaise with any plan manager to establish appropriate claim categories and allocate correct amount of funds
- Link to mainstream or community services (i.e. housing, education, transport, health)
- Strengthen and enhance participants 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
 - change or end a service agreement

Assist participants to prepare for their plan review by supporting them to:

- Assess whether they achieved their goals and got value for money for their plan
- Identify solutions to problems experienced in implementing the plan
- Consider new goals
- Assist participants to decide on what actions to take to achieve goals in relation to exploring housing options and life transition planning.

Administration

- Record case notes as required, reports and client assessments
- Professional development
- Participate in Practice Development sessions (supervision) with manager
- Actively work to improve identified skill areas

Get in touch today!

Please note we have no closing date and we hire suitable applicants as they apply, therefore you are encouraged to apply without delay to avoid missing out on an opportunity with us.