

<b>Position Title</b>	Support Coordinator		
<b>Organisation</b>	The Tipping Foundation	<b>Department/Service</b>	Services
<b>Line Manager</b>	Service Manager	<b>Direct Reports</b>	Responsible for all direct support staff in the program
<b>Region</b>		<b>Type</b>	TBC

<b>Organisation Overview</b>	<p>The Tipping Foundation and Vista provide community support services to clients with a disability, young people in Youth and family services, older people, mental health concerns and respite.</p> <p>We are a values based organisation and the overarching principle which drives everything we do is respect. We work together with our clients in partnership to achieve individual goals.</p>  <p>The Tipping Foundation is a child safe organisation. We value, respect and listen to children and young people. We are committed to the safety of all children and young people including the cultural safety of Aboriginal children &amp; young people, culturally and/or linguistically diverse children &amp; young people, gender and sexually diverse children &amp; young people and children &amp; young people with a disability.</p>
<b>Position Summary &amp; Working environment</b>	<p>This role operates within the context of 'The Tipping Way' which is the framework within which we operate our practice and includes:</p> <ol style="list-style-type: none"> <li>1. How we will work with clients and families</li> <li>2. How we work together</li> <li>3. Planning to meet goals</li> <li>4. Ensuring we are on track</li> <li>5. Planning for the future once current goals have been met.</li> </ol> <p>The role will provide assistance to strengthen the client's abilities to coordinate and implement supports and participate more fully in the community. It can include, but is not limited to, initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and</p>

	<p>mainstream and building on informal supports, resolving points of crisis ,parenting training and developing participant resilience in their own network and community.</p> <p>This also includes support and supervision of staff, the development and drive of Person Centred Active Support, and provision of programs.</p>
<p><b>Role Specific Capabilities</b></p>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>● Delivery of disability services, preferably in a residential setting and/or community settings</li> <li>● Preferred experience in coordination of service provision under NDIS</li> <li>● Financial management, particularly understanding client expenditure processes and accountabilities for Individual Support Packages.</li> <li>● Substantial knowledge of and demonstrated skill in the application of             <ul style="list-style-type: none"> <li>○ Positive Behaviour Support</li> <li>○ Person Centred Active Support</li> </ul> </li> <li>● Experience and understanding of the requirements of a leading residential disability services</li> <li>● Substantial working knowledge of roster development and implementation within a residential setting</li> <li>● Managing workforce issues including supervision, performance management, performance improvement plans, coaching and mentoring</li> <li>● Managing a variety of complex disability or related client presentations and complexities, including an awareness of outcome measures used in the disability field.</li> <li>● Knowledge of contemporary models of practice and/or evidenced based practice in the disability sector</li> <li>● Understanding and exercising knowledge of the relevant legislation that governs disability practice in Victoria, NDIS practice and procedures and safe workforce management</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>● Engagement Leadership both in terms of hard and soft leadership skills</li> <li>● Strong networks with the broader community and locally based organisations.</li> <li>● Verbal, non-verbal and written communication</li> <li>● Problem solving ability, including an awareness and capacity to manage up and out</li> <li>● Well-developed literacy, numeracy and computer organisation, prioritisation and time management of self and others</li> <li>● Interpersonal and relationship management skills, including negotiation, delegation and influencing abilities</li> <li>● Customer and service focussed</li> </ul>
<p><b>Behavioural Capabilities</b></p>	<ul style="list-style-type: none"> <li>● Respectful and ethical</li> <li>● Results orientated and outcome focused</li> <li>● Approachable and collaborative</li> <li>● Ability to manage and deliver customer –focused services</li> <li>● High degree of integrity and a values driven approach</li> <li>● Flexible and resilient</li> <li>● Organisational commitment</li> <li>● Team and client focused</li> </ul>

<p><b>Qualifications</b></p>	<p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• Higher degree qualifications in disability or social work or equivalent</li> <li>• Diploma or Certificate IV in Disability or a related discipline, or commitment to undertake a Diploma within 6 months of commencing in role.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Support Coordination experience</li> <li>• Membership of relevant professional body</li> <li>• Diploma or higher management qualification</li> </ul>
<p><b>Safety Screening Requirements</b></p>	<ul style="list-style-type: none"> <li>• Current Victorian Drivers Licence</li> <li>• Satisfactory current clear police check</li> </ul>
<p><b>Other requirements of the role</b></p>	<ul style="list-style-type: none"> <li>• Specific reporting to NDIS on program outcomes</li> <li>• Regular requirement to work on an after hours on call roster</li> <li>• Regular flexibility required regarding hours and days of operating to meet the needs of staff and houses specifically related to supervision and observations of staff</li> </ul>

**KEY RESPONSIBILITIES**

<p><b>Leadership</b></p>	<ul style="list-style-type: none"> <li>• Experience and Understanding of the Requirements of a Leadership Role including: <ul style="list-style-type: none"> <li>- Be a role model, demonstrating equality, accountability and respect</li> <li>- An understanding of how to establish and maintain a team culture that focuses on enhancing the quality of life of our clients</li> <li>- The ability to clearly understand practice expectations, identify gaps in practice and provide coaching to improve practice</li> <li>- The ability to review how well the staff team is enabling people to engage in meaningful activity and relationships and leading the staff team to continuously improve outcomes</li> <li>- Active participation in line supervision</li> </ul> </li> </ul>
<p><b>Practice Management</b></p>	<ul style="list-style-type: none"> <li>• Demonstrable ability to understand, adopt and apply the Person Centred Active Support principles</li> <li>• Coach staff to deliver better support by observing practice, providing constructive feedback, promoting a strengths based approach to improvement.</li> <li>• Encourage and support people to participate in decision-making about the service they receive.</li> <li>• Liaising between people being supported, their families, and other services in an individual's life.</li> <li>• Promoting adherence to client confidentiality, ensuring client's rights to privacy are maintained.</li> <li>• Report to Client Engagement Coordinator any issues or service interruptions that impact on client satisfaction.</li> <li>• Developer of networks, and other service providers to assist with KR's care and support</li> </ul>

<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Management of all aspects on Service Delivery including;             <ul style="list-style-type: none"> <li>- Understanding &amp; participating in the employment and recruitment of staff especially monitor and provide feedback during probation</li> <li>- Ensuring staff are aware of and follow the organisations policies and procedures</li> <li>- Contribute to the continual improvement of processes and systems</li> <li>- Ensure reporting requirements are met in both required timelines and to the required reporting standards</li> <li>- Facilitating the development, implementation, monitoring &amp; review of clients support plan</li> <li>- Ensuring that incident reports are completed in accordance with organisational work instruction</li> <li>- Implementing, overseeing and maintaining systems and procedures that enable the efficient and safe running of services</li> <li>- Liaise and coordinate team meetings</li> <li>- Ensuring the staff roster is filled in accordance with budget and award requirements. This includes accurate and forecasted roster displayed in Carelink and timesheet approvals within organisational deadlines</li> <li>- Maintaining all relevant documentation both in terms of client files, house files using Carelink + and management records in terms of supervision notes and meeting minutes</li> <li>- Ensuring the client program has a structure and routine to meet the client needs with active support the foundational principle of engagement</li> <li>- Ensuring all electronic devices and documents stored in IT systems is consistent with organisational policy and privacy principles. This includes safe and appropriate storage of client files</li> <li>- Ensuring all client funds are clearly and appropriately housed in a safe location within the houses and transparent accounting practices are evident in respect to all money used within the houses</li> <li>- Ensure all expenditure is within delegations as per the organisational delegations policy</li> <li>- Ensuring all facilities are maintained to standard, with all defects/hazards and maintenance requirements escalated appropriately to the Client Engagement Coordinator</li> <li>- Perform other duties as directed, commensurate with the skills and expectations of the role</li> </ul> </li> </ul>
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<p><b>Quality Assurance and Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>• Lead to assessment and evaluation of all outcome measures for clients</li> <li>• Promote a culture within the team of best practice in service delivery that is in line with the philosophy of the standards</li> <li>• Promote the philosophy of the quality standards and rights of people we support to the community and relevant stakeholders when appropriate</li> <li>• Ensure necessary documentation is completed as required and according to the developed organisational processes</li> <li>• Ensure people we support and/or their advocate understand their right and ability to participate in the overall quality improvement of service delivery</li> <li>• Promote and assist staff with the requirements of the organisation's quality framework</li> <li>• Oversees the development of a quality improvement plans and ensure actions are implemented and addressed within the relevant timeframes</li> </ul>
<p><b>Financial and Business Management</b></p>	<ul style="list-style-type: none"> <li>• Ensure accurate data on client rosters, timesheets and expenses.</li> <li>• Ensure roster is consistent with NDIS plan</li> </ul>
<p><b>Staff Health, Safety and Well being</b></p>	<ul style="list-style-type: none"> <li>• Follow and use organisational systems to identify and manage risks to the health, safety and wellbeing of staff</li> <li>• Ensure hazards are reported, documented and acted upon to remove or minimise risk</li> <li>• Ensure all decisions are made or advice sought to balance potential OHS risks with quality of life for the individual</li> <li>• Ensure safe work practices are in place and monitored and that all learning and development requirements are met</li> <li>• Consult with Health and Safety Representatives, staff, OHS Committees and other key stakeholders to proactively identify and resolve issues</li> </ul>



ORGANISATIONAL RESPONSIBILITIES APPLICABLE TO ALL ROLES

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.
- I confirm my skills, experience and qualification match those which are sought.
- I consent to The Tipping Foundation disclosing my personal details to third parties to undertake required Safety Screening checks as part of my application and during employment should my application be successful or when required to do so by Law.
- I agree to notify the organisation immediately of any changes to my criminal records status.
- The Tipping Foundation is a child safe organisation and I have a responsibility to uphold the organisation's commitment to ensuring the safety and wellbeing of children.

**Employee signature:**

Print name:

Date:

**Line Manager signature:**

Print name:

Date: