



# Support Coordinator Position Description

<b>Contract Role</b>	Support Coordinator (subcontractor)
<b>Company</b>	Blue Bay Support Coordination (BBSC)
<b>Office Location</b>	NA – Remote / Mobile / Work from Home
<b>Key Relationships</b>	<ul style="list-style-type: none"><li>• NDIS participants</li><li>• Carers and families</li><li>• BBSC team members</li><li>• NDIS agency staff</li><li>• Disability and Mental Health Community Services</li><li>• Mainstream Services</li></ul>
<b>Contracted Hours</b>	Flexible (min 15hrs plus per week)

## About Blue Bay Support Coordination

Blue Bay Support Coordination are a dedicated team of Support Coordinators, working across various locations. We only deliver Support Coordination services. Our vision is to continually strive to build authentic connections to ensure we are working in partnership with our participants to achieve their goals. We believe all people should have the opportunity to live the life they choose.

## Role and Scope

The role of a Support Coordinator is to provide individualised support to participants of the National Disability Insurance Scheme (NDIS). The Support Coordinator will work with the participant to implement the supports within the persons plan for the purpose of building capacity, managing the impact of their disability and improving their health, well-being and participation within the community.

As a Support Coordinator, you will provide varying levels of coordination and transition support for NDIS participants, giving consideration to individual circumstances and level of complexity. You will support participants to access community based and mainstream programs, to fulfil their individual needs, whilst receiving continuity of support and assistance.

## Position Objectives



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- Providing person-centred coordination of support to participants to assist them to implement their NDIS plan goals
- Creating a partnership with the participant and their supports
- Using person-centred tools to explore the persons strength, areas of interest, wants and needs, as they link to their NDIS goals
- Where appropriate, ensure the needs of children, young people and their families are met, whilst placing the safety and welfare of the child / young person at the centre of practice
- Providing participants with flexible opportunities to enhance their independence, community participation, support skill development and growth, and explore opportunities for community connections
- To work within relevant NDIS and / or other system standards and guidelines as appropriate
- Liaison with external stakeholders and agencies in relation to the provision of services to the participant
- To work cooperatively and contribute to meeting the Vision and Values of Blue Bay Support Coordination through the delivery of high quality, person-centred Support Coordination
- To align work to organisation Policy and Procedures

## Requirements of the Position

<b>Skills</b>	
	<ul style="list-style-type: none"><li>• Ability to work in partnership with the participant and the organisation</li><li>• Ability to explore and develop NDIS plans with people with disabilities (including children and adults)</li><li>• Ability to time manage, set work priorities, plan and organise work to achieve participant goals</li><li>• Ability to address issues as they arise in a crisis situation in consultation with a Director</li><li>• Ability to communicate effectively and build positive relationships with whilst maintaining a high degree of professionalism</li><li>• Ability to deal with sensitive and confidential matters</li><li>• Ability to promote client rights to privacy, dignity and individuality</li><li>• Ability to provide input into policy and procedure development</li><li>• Ability to work positively and professionally with colleagues and volunteers</li></ul>



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	<ul style="list-style-type: none"> <li>• Ability to adapt to changes in the work environment and be responsive to a range of situations</li> <li>• Ability to participate in continuous quality improvement activities to maintain a high standard of person-centred services and supports</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of professional boundaries relating to service provision</li> <li>• Knowledge of relevant program standards and legislation including Mandatory Reporting, Risk of Significant Harm and Child Protection (for those working with children), Disability Standards, NDIS reportable incidents.</li> <li>• Knowledge of the issues and challenges faced by people with disability</li> <li>• Understanding of diversity, including people from culturally and linguistically diverse backgrounds, people from Aboriginal and Torres Strait Islander backgrounds, people who identify as LGBTIQ</li> <li>• Understanding of Work, Health and Safety (WH&amp;S) and manual handling requirements</li> <li>• Understanding of mandatory and at risk of harm reporting requirements</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work within the Blue Bay Vision and Values</li> <li>• Adaptability, self-motivation, effective communication skills and a lateral approach to address emerging and challenging issues especially those faced by people who have not had opportunities for choice and control in their lives.</li> <li>• Excellent communication skills (oral and written) including the ability to write concise participant summary documentation and communicate effectively with participants, families and carers</li> <li>• Ability to adapt to changes, cooperate with others and be flexible in a team approach as well as the ability to work without direct supervision</li> <li>• Ability to observe and report any changes in a participant, including any incidents which have occurred</li> <li>• Participate in support and workplace supervision</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working with people with a disability</li> <li>• Person Centred Planning experience</li> <li>• Experience working within the community services sector</li> <li>• Experience in report writing</li> </ul>



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## Qualifications and Mandatory Requirements

- Min qual – Cert 4 Community Services
- Preferred - Undergraduate Tertiary Degree in relevant field, i.e. Social Science, Psychology, Teaching, Allied Health.
- Experience working as a Support Coordinator / Specialist Support Coordinator for a minimum of 6 months
- Relevant industry experience
- Driver licence
- Comprehensively insured motor vehicle
- NDIS Worker Screening Check – relevant to state of employment
- Working with Children Check – relevant to state of employment
- Criminal Record Check – relevant to state of employment
- Completion of NDIS Worker Orientation modules - [Worker Orientation Module | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)
- Completion of COVID infection control modules
- ABN and ability to submit invoices
- Knowledge of the National Disability Insurance Scheme and relevant legislation, including the NDIS Act 2013 and Disability Act 2006

## Service Delivery Requirements

As requested by Blue Bay Support Coordination and negotiated with the Contractor, the Contractor will be responsible for providing the following Service Delivery Requirements:

- Ensuring Service Agreements are in place for all Support Coordination Participants
- All participants receive Support Coordination services as per their Service Agreement and Schedule of Support
- Building effective relationships with clients and their families while maintaining appropriate and professional boundaries
- All supports are delivered, invoiced, and recorded accurately in Blue Bay SC CRM
- All invoices for services rendered by the Contractor must be submitted on request i.e. on a fortnightly basis
- Information on relevant community resources are made available to clients and referrals are made and followed up on
- Manage caseload / tasks in a coordinated, efficient, and timely manner
- All participants are linked with service options corresponding with their NDIS Plan support items and funding
- Provide a range of options to participants to select from to achieve the outcomes in their NDIS Plan



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- Participate in participants NDIS annual plan reviews, i.e., complete prior preparations and pre planning, ensure all evidence is gathered in advance, complete CoS annual review template, facilitate discussion and preparation with participant and undertake annual reviews
- All options provided to participants are documented in Blue Bay SC CRM
- Maintain a working log of all contacts with clients, families/carers and support services within BBSC database
- Documented evidence demonstrates that organisational Policies and Procedures are followed
- Respectful communication and liaison skills are demonstrated at all times with internal and external stakeholders
- Strong market knowledge and relationships are maintained in relation to NDIS registered providers capable of delivering a range of services to participants
- Participant records are updated, reviewed and kept in order. Accurate and consistent case noting to be captured within 24 hours
- Documented evidence demonstrates that service procedures are followed
- Participant issues are reported to management as soon as practicable
- Procedures are understood and consistently followed with clarification sought when needed
- NDIS Code of Conduct is adhered to at all times
- Ensure all WHS instructions and procedures are followed
- Attend and participate in relevant team, work group, staff meetings and professional development activities
- Participate in regular monthly supervision sessions with your line manager
- Ensure all BBSC mandatory templates are completed for each participant
- Advocate on issues in relation to participants where appropriate
- Ensure Accurate budget management of participant's NDIS Plan, providing transparency to participants and your line manager, with a nil overspend (without prior Directors approval)
- Effectively perform all necessary tasks using internal and external electronic systems and software
- Ensure all reportable incidents must be reported to your manager as soon as possible following appropriate procedures. If you suspect any of the following you must report it immediately to a BBSC Director or Team Leader:
  - Unlawful sexual or physical contact with or assault of a client; or
  - Sexual misconduct against, or in the presence of, a client including, grooming of the person for sexual activity; or
  - The use of a restrictive practice (such as practices that limit freedom of movement, use of physical or drug restraints or a person not being able to leave when they want to) in relation to a person with disability
- Work both independently and as part of a team



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- Observe anti-discrimination laws, access and equity practice and culturally appropriate support
- Participate in professional development including regular awareness checks and training regarding Risk of Significant Harm (for those working with children and young people), NDIS mandatory modules
- Advocate on issues in relation to participants where appropriate
- Maintain confidentiality whilst understanding where confidentiality must be breached (e.g. NDIS Reportable Incidents)
- Represent BBSC in a professional manner at all times in dealings with other organisations and networks
- Work across targeted geographic areas

## Extent of Authority and Limitations

Never work where you feel unsafe. Never work without all the information and resources you need to support the participant.

## Signatures

<b>Director / Team Leader Name</b>	
<b>Director / Team Leader Signature</b>	
<b>Date</b>	
<b>Contractor Name</b>	
<b>Contractor Signature</b>	
<b>Date</b>	