

Position Description



POSITION TITLE	Specialist Support Coordinator – 9 month parental leave position (with possibility of extension)
PROGRAM	NDIS Support Coordination
STATUS	Part time (0.8EFT) – Full Time (negotiable)
REPORTING TO	General Manager Housing and Complex Needs

1. JESUIT SOCIAL SERVICES OVERVIEW

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Purpose

We work to build a just society where all people can live to their full potential - by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Who we work with

We are part of and work with:

- Those most in need - individuals, families and communities
- The broader communities in which we live
- The decision-makers, service providers and institutions that affect us

What we do

We strengthen and build respectful, constructive relationships for:

- Effective services - by partnering with people most in need and those who support them to address disadvantage
- Education – by providing access to lifelong learning and development
- Capacity building – by refining and evaluating our practice and sharing and partnering for greater impact
- Advocacy – by building awareness of injustice and advocating for social change based on grounded experience and research
- Leadership development – by partnering across sectors to build expertise and commitment for justice.

2. PROGRAM BACKGROUND

Jesuit Social Services is a registered provider of Specialist Support Coordination services for the NDIS. We provide specialist support coordination to NDIS participants from diverse backgrounds who are experiencing a range of complex needs, including; living with an intellectual or psychosocial disability, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, trauma, poverty and social exclusion. Due to the complexity of needs being addressed, participants may have a variety of funding streams in addition to their NDIS plan, including the Multiple and Complex Needs Initiative (MACNI), Targeted Care Packages (TCP), and Forensic Disability.

Programs

Jesuit Social Services operates a range of programs for marginalised young people, adults, families and communities from various operational sites. We provide practical programs and advocacy across five main areas:

- Justice and crime prevention – for people involved with the criminal justice system
- Mental health and wellbeing – for people with multiple and complex needs and those affected by trauma, suicide, and complex bereavement
- Settlement and community building – for recently arrived immigrants, refugees, displaced people and disadvantaged communities
- Education, training and employment – for people with barriers to sustainable employment.
- Gender and culture – providing leadership on the reduction of violence and other harmful behaviours prevalent among boys and men, and building new approaches to improve their wellbeing and keep families and communities safe.

The Specialist Support Coordinator will assist participants with complex needs to build personal capacity to make decisions and choices about the implementation of all supports in their NDIS plan, including mainstream, informal, community and funded supports. The Specialist Support Coordinator connects participants to access a range of supports which align with their NDIS Plan, across one or more providers.

3. KEY OBJECTIVES OF THE POSITION

The key objectives of this position are:

- 3.1 To assist Jesuit Social Services NDIS participants attain their personal goals by implementing the supports within their NDIS plan.
- 3.2 To coordinate services in participants' NDIS plans involving complex multi-disciplinary teams, potentially across multiple funding streams.
- 3.3 To build the capacity of NDIS participants, and their networks, to independently manage their supports and meet their personal goals.
- 3.4 To facilitate the growth and development of Jesuit Social Services NDIS Specialist Support Coordination services
- 3.5 To ensure compliance with all relevant NDIS/ NDIA requirements.

4. DUTIES

- 4.1 Work with participants, and their supports, to understand their NDIS plan, and progress towards their personal goals and objectives.
- 4.2 Deliver high quality Specialist Support Coordination services to assist participants in implementing their NDIS plan, including working across multi-disciplinary teams across a range of funding streams.
- 4.3 Support participants to develop their capacity to navigate the NDIS service system to facilitate greater choice and control.
- 4.4 Support participants throughout the life of their NDIS plan with assessments, planning, referrals and advocacy.
- 4.5 Liaise and collaborate closely with the participant, their supports, key stakeholders, and other funding bodies to provide a streamlined and seamless service response.
- 4.6 Work with the NDIS Business Manager, business unit and other programs to grow and develop Jesuit Social Services' NDIS Specialist Support Coordinator services offering
- 4.7 Adhere to all NDIS administrative requirements relating to reporting, invoicing, participant record management, and stakeholder communication.
- 4.8 Promote and uphold the reputation of Jesuit Social Services as an NDIS Specialist Support Coordination service provider
- 4.9 Comply with relevant legislation
- 4.10 Commitment to continuous quality improvement processes
- 4.11 Undertake timely external supervision relevant to the role
- 4.12 Other duties as required.

5. KEY SELECTION CRITERIA

- 5.1 Demonstrated understanding of social justice principles, NDIS Quality and Safeguarding Framework, NDIS Practice Standards, the NDIS Act 2013 and the Disability Act 2006.
- 5.2 Demonstrated experience working with people living with a disability who are experiencing concurrent issues, including working with participants with dual diagnoses, forensic history, complex needs and/or homelessness.
- 5.3 Previous experience of specialist support coordination, complex case management or similar using a person centric, strengths based approach.
- 5.4 In depth knowledge of social justice principles, human rights-based approaches and person-centred principles, including in relation to positive behaviour support.
- 5.5 Exceptional networking and relationship building skills across a range of stakeholders and disciplines, including superior written and verbal communication skills.
- 5.6 Proactive approach to developing and implementing systems and business processes to ensure service growth and continuous improvement.

- 5.7 Current working knowledge of local specialist and mainstream services to facilitate meeting participants' goals.
- 5.8 Proven ability to manage budgets and adhere to financial and accounting processes.
- 5.9 Capacity to fulfil reporting and administrative requirements associated with the position.
- 5.10 Understanding and sympathy with the mission and ethos of Jesuit Social Services.
- 5.11 Current driver's licence.
- 5.12 Valid Working with Children Check card and NDIS Worker Screen Check
- 5.13 Successful Police Check to be conducted by Jesuit Social Services prior to commencement.

6. KEY PERFORMANCE INDICATORS

- 6.1 Specialist Support Coordination services provided to participants with complex needs, with blended funding models, across a range of funding streams and Jesuit Social Services programs.
- 6.2 Strong collaborative relationships established with key stakeholders including, NDIS participants, key Jesuit Social Services program staff, business services staff, other NDIS service providers, representatives from MACNI, TCP and Forensic Disability, and MACNI Care Plan Coordinators.
- 6.3 NDIS participants successfully supported to achieve their personal goals as set out in their NDIS plans.
- 6.4 Jesuit Social Services Specialist Support Coordination services compliant with all relevant legislation and NDIA requirements.
- 6.5 All NDIS administrative requirements relating to reporting, invoicing, participant record management, and stakeholder communication adhered to.

7. QUALIFICATIONS

Tertiary qualification required in: social work, psychology, disability, community services, or allied health, plus significant experience, as per the NDIS quality and safeguarding framework requirement.

8. CONDITIONS OF EMPLOYMENT

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy and Procedures, including the Code of Conduct and vaccination policy.

A requirement of this position is vaccination from COVID-19. Jesuit Social Services requests evidence of full vaccination. Where a medical exemption applies, this must be supplied.

9. LOCATION

Based at: Sunshine

10. SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Jesuit Social Services takes child protection seriously, and you are required to meet the behaviour standards outlined in our Code of Conduct.

11. SIGNATURES

By signing this Position Description the Employee confirms that it has been read, understood and accepted.

EMPLOYEE

Name: _____

Signature: _____

Date: _____

WITNESS

Name: _____

Signature: _____

Date: _____

APPROVED BY

**(Acting) General Manager Housing and Complex
Needs**

DATE

November 2022