

**BLACKHEATH AREA NEIGHBOURHOOD CENTRE INC.
POSITION DESCRIPTION**

Position	Support Coordinator
Office location	110 Wentworth Street, Blackheath, NSW 2785
Accountability and reporting	This position reports to the BANC Access Coordinator
Directly supervises	Nil
Internal liaisons	BANC Access Support Coordinators, BANC Access Support Officer
External liaisons	NDIS Plan Management participants; people who support the participant; Local Area Coordinators; National Disability Insurance Agency (NDIA); Disability providers and mainstream agencies e.g. Health, Education, Justice, Housing; community members
Remuneration	SCHADS Award Level 4
Position duration	35 hours per week permanent
Organisation context	Blackheath Area Neighbourhood Centre (BANC) is a multipurpose not-for-profit community-based organisation servicing the Upper Blue Mountains. Services include out of school hours care, NDIS services, and Neighbourhood Centre. BANC values are Inclusive, Fair, Professional, Committed, Responsive, Innovative. BANC is the heart of creative, inclusive services that support the sustained well-being and resilience of its community.
Position objectives	<p>The role of a Support Coordinator is to connect participants with an NDIS plan to supports and services in the community. The Support Coordinator works with NDIS participants to ensure a mix of supports are used to increase their capacity to maintain relationships, manage service delivery tasks, live more independently and be included in the community.</p> <p>The Support Coordinator will assist participants to:</p> <ul style="list-style-type: none"> • understand how to use their NDIS plan to meet their goals • manage those resources effectively to get the best outcome from their plan • work with other people in their circle of support (family, friends, service providers, therapists and community and mainstream supports such as doctors) in order to meet the goals of their unique NDIS plan • access the NDIS portal so they can monitor how funds are being spent • monitor the progress and outcomes of achieving their goals • assist them to prepare for their next NDIS review meeting
Judgment and decision making	This position requires the ability to make decisions and solve problems based on established policies and procedures, and the delegations provided by the BANC Access Coordinator. The position will work to the day to day direction of the BANC Access Coordinator.
Interpersonal skills	<ul style="list-style-type: none"> • Good written and verbal communication skills • Excellent listening skills and the ability to earn the trust of others • Empathetic and compassionate toward people • Ability to work both on your own and in a team • Understanding of confidentiality and discretion • Ability to build high quality relationships with external service providers and

	participant's formal and informal supports
Work skills	<ul style="list-style-type: none"> • Time management of competing priorities • High degree of computer literacy • Ability to effectively use email, MS Office and other software products • Ability to competently use mobile devices (smart phones, tablets, etc.)
Knowledge	<ul style="list-style-type: none"> • Good understanding of the NDIS • Good understanding of issues around mental health • Good understanding of disability support services providers in the local area • Good understanding of the community sector • Substantial understanding of privacy and confidentiality in relation to participants • Substantial understanding of what is considered appropriate self-disclosure
Duties	<ol style="list-style-type: none"> 1. Assist NDIS participants to identify and plan strategies to achieve their personal goals within a person-centred framework. 2. Support clients to be implement their NDIS plan to maximise the value for money they receive from their supports. 3. Provide information to participants and advocates when necessary to facilitate access to community services and facilities. 4. Support participants in facilitating their independence by enabling empowerment and choice, and the promotion of personal resilience and social inclusion. 5. Maintain accurate and up to date case notes 6. Maintain clear professional boundaries 7. Ensure that BANC Access maintains a positive public image and is well promoted so that its services are as accessible as possible. 8. Maintain an up to date knowledge of NDIS systems and practices and of local services and organisations participants can utilise 9. Develop trusting, positive and professional relationships with participants and service providers. 10. Build useful working relationships and partnerships with key community groups/organisations, including LAC's. 11. Advocate on behalf of and together with participants to relevant organisations or agencies. 12. Actively participate in key local networks to extend the strategic goals of the BANC Access and the organisation. 13. Contribute to the development and review of BANC policies and procedures to ensure they support the safe and professional delivery of services <p>BANC duties</p> <ol style="list-style-type: none"> 1. Comply with all BANC policies and procedures 2. Act according to the BANC Code of Conduct 3. Comply with BANC's Work Health and Safety Policy 4. Promote a positive image of BANC to members of the public 5. Promote the service where possible, including on social media platforms 6. Contribute to the team environment at BANC and its overall aims 7. Actively participate in staff meetings, service planning, supervision and performance appraisals as directed 8. Read and respond to relevant minutes and memorandums 9. Assess and manage risk in line with BANC policies and procedures 10. Maintain BANC resources within the guidelines of BANC Policies and Procedures

Selection criteria	Selection Criteria <ol style="list-style-type: none">1. Tertiary qualifications in social sciences or related discipline; OR minimum 3 years' experience working in the social services sector2. Experience delivering innovative person-centred services3. Ability to develop respectful relationships with participants, families and staff4. Good IT skills, including experience using Microsoft Office5. Understanding of the experiences of people living with a disability6. Current Criminal Record Check and Working with Children Check7. Up-to-date COVID-19 and influenza vaccination certificate
Date	November 2022