
TEAM:	Individualised Services
LOCATION:	Perth
REPORTING LEADER:	<i>Executive Individualised Services</i>

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high-quality services in the community to support families, carers and people living with a mental health challenge. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The National Disability Insurance Scheme (NDIS) supports people with a lifelong and significant disability that affects their ability to take part in everyday activities and gives people more choice and control over how, when and where those supports are provided.

The Team Facilitator – Support Coordination will be responsible for establishing a positive collaborative relationship with participants and their support network and assist the participant to identify, link with and coordinate support to link with local communities, build skills, overcome barriers and achieve goals. The position will have the responsibility to ensure the implementation of participant's plans and the achievement of their goals.

The Team Facilitator – Support Coordination will be responsible for leading the Support Coordination team within Western Australia, providing coaching and mentoring to the Support Coordinators ensuring that organisational values are upheld, and championing any changes required organisationally to drive stronger performance.

The Team Facilitator – Support Coordination will need to have a strong understanding of the NDIS and will be required to support participants who have coordination of support in their plans to access supports more effectively. The position is also required to ensure that participants who have expressed an interest in receiving support from HelpingMinds Ltd. are engaged and effectively transitioned to suitable services.

PRIMARY DUTIES AND RESPONSIBILITIES

Leadership

- Coaching and mentoring support team members in their duties ensuring that policies, procedures and documentation requirements are followed to enhance quality service delivery in line with the National Quality and Safeguarding Commission guidelines
- Actively monitor caseloads, new referrals and allocations
- Provide advice and feedback to the Support Coordinators on individual service delivery performance and developmental needs
- Develop and build on knowledge of the NDIA, legislation relating to the NDIS and the price guide provided by the NDIA
- Ensure reporting requirements are being met across staffing
- Identify and implement strategies to ensure continuous improvement of service delivery
- Maintain relationships with the NDIS and Local Area Coordinators to ensure referral pathways and capacity is clearly communicated and client needs is at the forefront of service delivery
- Act as a role model and advocate for best outcomes for people with mental illness
- Take a leadership role in supporting and directing staff to meet individual and team billable hours and KPI targets

Support Coordination

- Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate and connect clients to appropriate support and services
- Ensure support coordination is completed as per the agreed work
- Identify, coordinate, manage and or facilitate a range of supports and support providers to meet identified needs
- Navigate, influence and negotiate with public sector and community-based service systems for the delivery of appropriate supports in accordance with NDIS plans
- Ensure that support responses focus on participant goals and objectives

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- Liaise with and report as required to NDIA in relation to NDIS participants and their plans
 - Notify management immediately of any worker or client related issues or incidents that occur
 - Provide expert advice and consultation to NDIS participants and their families on the changing NDIS environment to build capacity to understand and navigate service systems
 - Provide high quality services to clients and keep accurate and complete records of progress and outcomes in accordance with legislative and organisational requirements
 - Maintain strong knowledge of HelpingMinds Programs and Services for internal referral opportunities
 - Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects
 - Provide expert advice and support to other team members, acting as a mentor for support workers in the delivery of services
 - Use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem solving skills and
 - Actively maintain professional knowledge in the areas of disability, working within the National Disability Insurance (NDIS) guidelines and community inclusion.

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to participant care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;

Team Facilitator – Support Coordination



- The Australian Commission Safety and Quality Standards for Accreditation version 2;
- The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
- HelpingMinds Code of Conduct, NDIS Code of Conduct and
- Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles supported by this position:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time/ Part-time/ Casual /Contract
FTE:	x.xx (xx hours per fortnight)
Position Classification:	X
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
District and Remote Allowances:	Employees located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- Tertiary qualification in relevant field of Psychology, Occupational Therapy or Social Work; or other relevant field of Allied Health or Developmental Education or Social or Health Science and have (or be eligible for) accreditation within an Australian professional association e.g. PACFA, ACA or AASW;
- Experience in support co-ordination for people with complex needs;
- Current Driver's License and reliable vehicle with third party insurance;
- National Police Clearance
- Working with Children Check
- At least 5 years experience in providing service delivery in relevant field

EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated leadership skills
- Ability to effectively utilise NDIS packages by using their knowledge of the NDIS, the service system, being assertive, and 'making things happen';
- Demonstrated excellent communication skills, including advocacy and report writing skills;
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy;
- Demonstrated client centred approach with the ability to work in partnership with others to achieve best outcomes for the client;
- Demonstrated excellent time management and delegation skills;
- Demonstrated ability to be self-motivated and function autonomously while working effectively toward team goals;
- Capacity to build rapport with clients is crucial;
- Demonstrated ability to communicate with a diverse range of people, including CALD, Indigenous and marginalised clients, adults and young people, family, carers, allied service providers and team members;
- Demonstrated capacity to engage with and empower people to achieve their identified goals within a structured individual recovery plan;
- Well-developed IT skills, with experience using Microsoft products and databases.

DESIRABLE SELECTION CRITERIA

- Experience working with people living with a psychosocial disability;
- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations;
- Experience, connection or capacity to engage with culturally and linguistic diverse backgrounds
- Lived experience as a family member/carer of a person with a diagnosed mental illness and the ability to utilise this experience constructively for the benefit of others

EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website

<https://helpingminds.org.au/diversity-statement/>

This document can be made available in alternative formats on request for a person with a disability.