

## Position Description

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<b>POSITION TITLE:</b>	<b>SUPPORT COORDINATOR</b>
<b>LOCATION:</b>	<b>Based at Sutherland Armadale</b>
<b>RESPONSIBLE TO:</b>	<b>Program Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Support workers</b>

### ORGANISATIONAL CONTEXT

Established in 1950 as Gawith Villa Inc., Inclusion Melbourne Inc is a community-based organisation, administered by a voluntary Board of Management which encourages, educates and supports community involvement for people with intellectually disabilities. Primarily funded through the Department of Human Services, Inclusion Melbourne presently supports people across eleven local government areas of Melbourne. Inclusion Melbourne's administrative base and main activity is in Armadale.

The organisation employs approximately nine full time staff, a number of part time and casual staff and has an extensive volunteer support base. Inclusion Melbourne believes in supporting people who have an intellectual disability to live their lives as active members of their communities. Our motto 'People Creating Better Lives' highlights the belief that when people work together, they can imagine better and achieve more.

Inclusion Melbourne emphasises the importance of good relationships, the balance and sense of wellbeing all people need in their lives, and the importance of change. Inclusion Melbourne is encouraging the community to get to know and embrace all people equally.

### PROGRAM CONTEXT

The Support Coordinator role is part of the Support Team reporting to the Program Manager in order to facilitate planning and development of support services for people with an intellectual disability. Each Support Coordinator takes on a case load of individual service users, their families and supports

### POSITION PURPOSE

The position exists to ensure the creative development of goals in consultation with service users, in vocational, social and recreational skills. The goals will also be designed to develop service users' talents in a range of areas as well as building long-term relationships.

Support Coordinators have the responsibility to implement plans for their service users through the achievement of the goals that have been agreed with the service users.

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## KEY AREAS OF RESPONSIBILITY

- 1 Co-ordinate the facilitation of planning services and supports that are responsive to individual service user needs.**
  - a. Develop relationships with service users, their families and/or committed others
  - b. Assist with the documentation and ensure currency of plans as required by service users and/or their families and carers
  
- 2 Design and facilitate delivery of appropriate and flexible supports and services for individual service users in response to needs identified in their service plan.**
  - a. Develop and maintain knowledge of and use local opportunities
  - b. Provide information and support to people with a disability and their networks
  - c. Respond to the changing needs of people over time and where necessary assist with renegotiating the required support responses
  - d. Use formal and informal supports.
  
- 3 Manage personalised support within individualised budgets**
  - a. Work with people with disabilities and their families to identify priority of supports and services
  - b. Deliver supports and services in accordance with individual budget.
  - c. Maintain accurate records and develop reports in relation to individual plans and monitor satisfaction with the supports being provided
  
- 4 Supervise 'workers'**
  - a. Supervise support workers and volunteers who work within the Coordinators caseload.
  - b. Communicate changes in the service users plan or situation to the support workers and volunteers ASAP
  - c. Keep in touch with 'workers' regarding service users plan.
  - d. Undertake the performance management process with staff, with the assistance of the Program Manager.

## KEY SELECTION CRITERIA

### ***Essential***

- A passion for seeing people with intellectual disabilities grow in their relationships, their life skills and technical or work-related skills.

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- Demonstrable vision for people with intellectual disabilities sharing the benefits of living in the broader community.
- Experience in building relationships between people with a disability and others in the community and in working in a team environment.
- Sound IT literacy
  
- Strong communication and marketing skills with the ability to liaise effectively with families, service users and IM team members.
- Demonstrated ability to problem solve using innovative solutions
- Demonstrated ability to coordinate and supervise support staff
- Experience with maintaining administrative systems including service user budgets
- Victorian Drivers' Licence.

### **Desirable**

- Tertiary qualifications in Disability or Community and Adult Training
- Good instructional skills; i.e. the ability to prepare teaching objectives and teaching materials and deliver instruction effectively

### **CONDITIONS OF EMPLOYMENT**

- *Employment is as per current Social and Community Services Award*
- *Salary packaging available (if appropriate)*
- *This position is subject to a 6-month probation period.*
- *Notice period – 2 weeks*
- *Appointment to the position is subject to a satisfactory police check, prior to commencement.*
- *Inclusion Melbourne is committed to Occupational Health and Safety in the workplace.*
- *Smoking on the Inclusion Melbourne premises is not permitted.*

### **Standard of conduct**

- *To abide by the policies and procedures of Inclusion Melbourne*
- *To maintain a harmonious and courteous attitude towards clients, the public, staff and volunteers.*
- *To maintain the privacy and confidentiality of all client and organisational information.*

**Approved  
by**

**Judy Buckingham**

**Date Dec 2009**

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*Chief Executive Officer*

## Position Description

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*For new employees*

*I understand the requirements of the position and agree to perform the duties of the position description as detailed above.*

Name of  
employee

New/Current  
*(please circle)*

Signature of  
employee

***This position description forms part of the contract of employment.***