



## Support Coordinator Service Innovation

- **Purpose** to undertake a mixed portfolio to ensure service recipients;
  - Pursue their goals, objectives and aspirations
  - Increase their independence
  - Increase social and economic participation and build their capacity to actively take part in the community
- **Responsible** for the coordination of NDIS plans for participants purchasing Support Coordination.

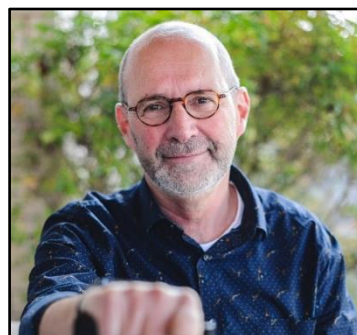


Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis.

We're a combined entity of the ACT, NSW, Victoria and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues.

We are here so no one has to face MS alone.





## Organisation Dimensions



| Position Dimensions |  |
|---------------------|--|
| Budget (\$ value)   | Determined by participant's package value                                |
| Staff numbers       |  |
| Location/s          | Coverage across defined area within ACT/NSW/VIC including Regional areas |
| Other               |  |

## Key Responsibilities

| Organisational and Administration Support |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Manage portfolio of service recipient and assist other team members as needed</li> <li>• Supporting service recipient to understand their NDIS plan, goals objectives and use of NDIS portal for delivery</li> <li>• Maintain a continuous improvement culture &amp; be efficient in the delivery of our business strategies</li> <li>• Assist Service recipient to strengthen their capacity to establish networks, maintain support services, linkages and relationships</li> <li>• Assist service recipients to converse/communicate with NDIA when required to support their own plan requirements</li> <li>• Application of NDIS quality and safeguarding framework principles to ensure high quality supports are delivered</li> <li>• To strive for solutions that proactively manage the balance between Participant /service risks and maximising service recipient outcomes</li> <li>• Full compliance with National disability standards as per MSL framework hosted on the intranet</li> <li>• Documentation, reporting and communication of key information is maintained;</li> <li>• Service provision is billed in a timely manner to ensure revenue flow achieves budget</li> <li>• Actively participates in 'Performance Review' discussions throughout the year</li> </ul> |
| Relationship Management                   |   |
|   | <ul style="list-style-type: none"> <li>• Build service recipient capacity to manage own funding package including understanding the role of service providers, funding and budget application and choice and control</li> <li>• Work with external service providers and suppliers to ensure maximum value for money achieved</li> <li>• Implement strategies to ensure seamless communication across the organisation</li> <li>• Provide proactive and effective customer communication and build relationships and capacity with providers, NDIS agency staff and service recipient/families</li> </ul>   |



|               |   |
|---------------|---|
|               | <ul style="list-style-type: none"><li>• Manage any conflict of interest internally or externally with participant and other service areas</li></ul>   |
| <b>Values</b> | <ul style="list-style-type: none"><li>• Actively support MS' purpose, value, service promise and strategic vision</li><li>• Operate in line with MS' policies, procedure and practices</li><li>• Promote and work within MS' customer service delivery principles</li><li>• Positively and constructively represent the organisation to external contacts at all opportunities</li><li>• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times</li><li>• Actively demonstrate and embed into every day work the MS Service Promise &amp; Foundation Behaviours</li><li>• Managers demonstrate Leadership Behaviours in all interactions</li><li>• Ensure the health, safety and welfare of self, co-workers and others</li><li>• Follow all reasonable directions given by the organisation</li><li>• Support, promote and show sensitivity to diversity in the work place</li></ul> |

## **Position Requirements**

### **Knowledge, Skills and Experience**

- Experience in relevant role in Disability or Health sector.
- Proven track record for delivering solutions valued by service participants utilising a consumer directed care approach.
- An understanding of the principles of NDIS.
- Demonstrated skills in strengthening Participant's capacity and resilience to coordinate supports and participate in community
- Demonstrated skill in navigating the multiple sectors and linking individuals to relevant services and supports.
- Ability to work in partnership with individuals to achieve goals
- Demonstrated ability to manage individualised budgets and reach financial targets.
- Ability to network and develop effective working relationships
- High levels of computer literacy in using a range of Office computer packages
- Relevant State/Territory current Driver's Licence and personal vehicle for use

### **Qualifications**

- Minimum Cert 3 in Disability Services, welfare or developmental education or similar.

### **Desirable**

- Previous experience working at a not-for-profit
- An understanding of Multiple Sclerosis and the impact it may have on an individual

### **Other** – must be completed/provided prior to commencing employment

- Right to work in Australia
- Current valid driver's license desirable
- Current national police record check
- International Police Check if lived overseas for longer than 12 months in the last 10 years (to be provided by the applicant)



- Current working with children or vulnerable people check if applicable
- Consent to DWES check if applicable (Vic only)