

# Position Description

<b>Title</b>	Team Leader NDIS Support Coordination (Mental Health)
<b>Business Unit</b>	AOD and Mental Health
<b>Location</b>	East Kew, Pakenham, St Kilda, Cheltenham
<b>Employment type</b>	Full Time – Maximum Term
<b>Reports to</b>	Manager, Community Projects and Innovations

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

Support Coordination is a capacity building support provided to eligible participants through National Disability Insurance Scheme (NDIS) funding. The aim of the support coordination service is to strengthen participant’s ability to navigate the NDIS and coordinate their supports and to facilitate implementation of all supports identified in a participant’s plan.

The purpose of the Team leader is to provide leadership to a team of Support Coordinators and support the daily management of the service across multiple locations in Metropolitan Melbourne. This position works to a standard consistent with the guidelines set out by the National Disability Insurance Agency (NDIA).

As the team leader you will provide Support Coordinators with the necessary supervision, training and guidance to fulfil their KPI’s in the form of achieving billable hour’s targets. The role is performed in a competitive market environment where customer satisfaction with service quality and outcomes is essential for customer retention and attraction, and business sustainability.

## Position Description

### Team Leader NDIS Support Coordination

---

#### 2. Scope

##### Budget:

To be developed annually in conjunction with the Manager Projects and Innovations

##### People:

- Support Coordinators
  - Administration and Scheduler Mental Health Support Services
- 

#### 3. Relationships

##### Internal

List key internal relationships that this position has primary and regular day to interaction with

- Manager Projects and Innovation
- Support Coordinators
- NDIS Customer Service Hub
- Service delivery managers and managers of support services

##### External

- NDIS participants / families / carers
  - State Department of Health and Human Services (DHHS)
  - National Disability Insurance Agency (NDIA)
  - Local Disability and Community Service providers e.g. Health, Education, Justice, Housing
  - Local Area Coordinators (LACs)
  - Other Service providers and referral partners
- 

#### 4. Key responsibility areas

##### Service delivery

- Respond to potential participant enquiries within the timelines set by NDIA guidelines and allocate to staff accordingly.
- Monitor daily activity of the Support Coordination team and ensure standard work processes are undertaken in line with the NDIS Support Coordination Manual
- Provide leadership and guidance to staff and monitor progress towards identified goals and outcomes contained in participant NDIS plans.
- Ensures the Support Coordination team meet operational service delivery targets and KPI's in the form of agreed billable hours at a minimum of 70%.

##### Administration

- Prepare regular reports on program operations as required.
- Record internal data for reporting to Manager Projects and Innovations including participant feedback and complaints, incident reporting (staff and participant) and financial reporting.
- Communicate standardized work processes and protocols to staff and assist in the development of new processes where necessary.
- Induct new staff in administrative and financial processes, provide education and set expectations for service delivery and standards of work required.

## Position Description

### Team Leader NDIS Support Coordination

#### Quality and risk

- Ensures a safe working environment for self and others.
- Rate risks using the organisation's risk framework and escalate as required.
- Respond to participant incidents, feedback and complaints and escalate risks to Senior Manager Support Coordination and/or Quality Business partner where it may be necessary to report to NDIS Quality and Safeguarding Commission.

#### People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

#### Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

---

## 5. Performance indicators

- Coach and develop a high performing team of Support Coordinators to achieve NDIS participant goals.
- Attract new referrals and retain NDIS Support Coordination participants through networking and service promotion.

## Position Description

### Team Leader NDIS Support Coordination

- Achievement of annual budget and Support Coordinator KPI's of minimum 70% through regular review of billable hours per FTE to achieve a viable and sustainable service.
  - In conjunction with senior managers and team leaders across Uniting's support Coordination services, continue the development and implementation of standardised processes and systems that ensure consistent service
- 

## 6. Person specification

### Qualifications

- Formal Tertiary qualifications in psychology, social work, psychiatric nursing or other allied health disciplines are mandatory

### Experience

- Previous in depth experience in leading and supporting a professional team
- Proven experience and capacity to drive adaption to NDIS
- Strong understanding of the needs and issues facing people experiencing severe and enduring mental illness.
- Experience and capacity to act collaboratively within the team and the wider organisation.
- Significant experience in providing advice and support on complex issues
- Highly developed and effective interpersonal and communication skills.
- Proven experience in driving service delivery excellence.
- Proven experience in program development and ensuring the active participation of clients and staff in the program.
- Experience in successfully guiding, engaging and motivating a team.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
  - **Knowledge:** A strong understanding of contemporary disability support service provision delivered under NDIS legislation and operational guidelines.
  - **Leadership:** High level leadership and management skills, with an ability to align teams with organizational values and goals while providing effective people management and role modelling expected behavior.
  - **Change Management:** Demonstrated experience in leading successful change management processes or projects with sound judgement and problem solving skills.
  - **Communication:** Highly developed communication and interpersonal skills with the ability to competently and confidently communicate the need for change.
  - **Stakeholder Relationships:** Build strong relationships and develop mutually beneficial alliances and partnerships with internal and external stakeholders.
  - **Service Development:** Significant experience in the leadership and development of a customer centric and/or marketised human service delivery system in a complex billable hour's environment.
- 

## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

## Position Description

### Team Leader NDIS Support Coordination

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

---

#### 8. Acknowledgement

I have read, understood, and accepted the above Position Description

##### Employee

Name:

Signature:

Date: