

Lifeskills Plus Inc.

DUTY STATEMENT

Support Coordinator

Responsible for: Providing coordination of supports for NDIS participants with relevant funding in their plans

Responsible to: Senior Support Coordinator

Service Provision:

- Ensured confidentiality of all Lifeskills Plus Inc. information
- Communication with participants, families and carers in a manner that best meets their communication style and needs
- Identify and eliminate conflicts of interest between service streams (CoS, Plan Management, service delivery)
- Develop and maintain positive relationships with participants, families and carers, service providers, NDIA Hotline and planners, Social Futures Local Area Coordinators, The NDIS Quality and Safeguards Commission, other relevant government agencies
- Support participants to make informed decisions
- Support participants to develop an action plan that will enable them to achieve their NDIS goals; develop skills; and maintain and grow informal and mainstream supports
- Develop Coordination of Supports service agreements
- Make referrals to other agencies including advocacy where appropriate
- Support participants to negotiate service agreements with service providers in consultation with participants, families and carers
- Network with service providers to be aware of available services to facilitate choice and control for participants
- Monitor participant funds through the provider portal and facilitate best use of budgets to ensure achievement of participant goals
- Assist and educate participants, families and carers to understand how to set up myGov and access and navigate the participant portal
- Provide information about the NDIS to potential participants and assist them through the registration process
- Provide support and guidance to Coordination of Supports participants who have self - management responsibilities
- Liaison with service providers and obtain progress reports to prepare for scheduled plan reviews
- Develop and provide Support Coordination reports as requested by the NDIS
- Work with participants to prepare for plan review meetings
- Attend scheduled plan review meetings where required
- Support participants, families and carers to submit relevant documentation to the NDIA for plan reviews, applications for nominee status, change of circumstances

Administration

Document: Duty Statement Support Coordinator

Document ID: HRF. 53 Version: 1.0 Developed by: J.Hickey Approval Date: 9.3.2022 Review Date: 9.3.2024

Private and Confidential

- Record billable shifts each day for supports provided to NDIS participants
- Maintain accurate file notes as evidence of work completed and billable hours
- Utilize community resources to promote both the service and a positive image of people with disabilities in the community
- Develop and promote Coordination of Supports services
- Assist with development of appropriate promotional material and internal documentation

WHS

- Read, understand and comply with Lifeskills Plus Inc. WHS related policies and procedures
- Undertake all work related activities in a safe and proactive WHS manner
- Actively participate in consultation regarding safety in the workplace
- Report any incidents, near misses, faulty equipment or potential WHS concerns

General

- Understand, implement and promote NDIS Policies and Procedures
- Understand and utilize Lifeskills Plus Inc. Policies and Procedures
- All other tasks as directed by Senior Support Coordinator and LSP Manager

This duty statement will change in line with the changing needs of the organisation and in consultation with the Operations Manager and Senior Support Coordinator