

## Position Description

<b>Position title:</b>	<b>Team Leader Support Coordination - Queensland</b>
<b>Department:</b>	<b>Support Coordination</b>
<b>Reports to:</b>	<b>State Lead</b>
<b>Award:</b>	<b>Social, Community, Home Care &amp; Disability Services Industry Award 2010</b>
<b>Supervisory</b>	<b>Support Coordinators</b>
<b>Responsibilities:</b>	

### 1.0 Our Organisational Vision and Mission

**Vision** – Rethink Brain Injury. Change society.

**Mission** – Ensure the rights of people impacted by brain injury, by connecting knowledge, policy, services and systems.

Synapse has an expectation that all employees will behave in accordance with the Values of the organisation. Furthermore, an alignment between Synapse's strategy, and team and individual goals is necessary to ensure individuals can see how their individual effort and performance contribute to the attainment of organisational and team goals. Refer to the Synapse Strategic Plan for further information, where the four ethical Values are also outlined. All employees must ensure they meet the individual accountabilities.

### 2.0 Position Purpose

The Team Leader Support Coordination will work closely with the respective State Lead to continue to establish, grow and implement Support Coordination services across the relevant state. The Team Leader Support Coordination will be responsible for managing and leading the team of Support Coordinators by mentoring and ensuring high quality services are delivered to NDIS participants.

### 3.0 Duties and Responsibilities

- Lead, coach and work collaboratively with support coordination team members; identify, plan and coordinate required support services to achieve goals and meet KPI targets Report on the delivery of support coordination hours
- Allocate participants to support coordination staff in line with scope of practice, expertise and capacity
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- Maintain a partial caseload of support coordination participants

# SYNAPSE

- Manage underperformance and disciplinary processes where needed
- Communicate effectively with a range of service providers and stakeholders to build community connections
- Work in collaboration with participants with a neurocognitive disorder, their families and the broader community sector in the provision of information, support and services to those living with a neurocognitive disorder
- Assist staff to troubleshoot any problems that may occur with participants, the NDIS portal, NDIA personnel, Local Area Coordinators, and other service providers
- Monitor support coordination staff ensuring:
  - i. services are provided within the time parameters of the participants' plan
  - ii. adherence to timely documentation and billing procedures
  - iii. NDIS timelines and reporting requirements are met

The Team Leader Support Coordination is responsible for demonstrating the following leadership characteristics within their role:

- Achieving results through task completion, commitment to quality outcomes and adhering to documentation and procedures
- Building and sustaining positive relationships with team members, participants, and stakeholders
- Taking personal responsibility for accurate completion of work and seeking guidance as required
- Achieving outcomes and initiatives that are scheduled and required
- Communicating clearly with all direct reports, listening to and considering different issues credibly and thoughtfully

## **1. Quality Management**

- Support a positive organisational culture that promotes continuous improvement and innovation within our services.
- Ensure the completion of relevant documentation and records to ensure the effective monitoring and compliance with the Quality System.
- Recognise and communicate suggestions for improvement including customer complaints and feedback on Synapse services.
- Contribute to the effectiveness of improvement initiatives through compliance with Quality Management System policies, audit recommendations, corrective and preventative action plans and their ongoing review.
- Comply with the relevant Disability Standards and their objectives.

## **2. Leadership**

- Provide excellence in service quality.
- Uphold organisational values and codes of practice.
- Engage in transparent and accountable leadership and governance.
- Ensure compliance with relevant statutory and safety requirements.
- Manage resources prudently and effectively.

### 3. Professional Development

- Must ensure compliance with the annual mandatory training requirements
- Initiate and participate in continuing professional development activities relevant to the position and subject to line management approval
- In conjunction with the line manager, produce a development plan as part of the annual performance appraisal
- Demonstrate involvement in relevant work-related training and education to ensure job skills and compliance are maintained
- Actively participate in relevant professional organisations / associations

### 4. Workplace Health and Safety

Synapse views the safety of its workers, clients and the surrounding environment as a responsibility of all and is essential to our 'Zero Harm' approach. It is also essential to our long-term success.

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons in the workplace. They must comply, so far as they are reasonably able, with any reasonable instruction given by management and co-ordinators, as well as co-operating with any reasonable Synapse policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:

- to the extent of the worker's control or influence over working conditions and methods, take reasonable care to work safely
- making sure that the work area is safe when leaving it
- make proper use of all appropriate safeguards, safety devices and personal protective equipment
- Follow agreed safe working practices and rules
- Report all known hazards, accidents and incidents as soon as possible

### 5. Equal Employment Opportunity

The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace free from bullying, discrimination and harassment
- Ensuring activities and practices prevent and eliminate unlawful discrimination
- Promote merit and equity in the workplace

All line managers will contribute to the successful management of diversity in the workplace. If required, line managers must cooperate and participate in any relevant complaints processing and attend and/or facilitate supervision and performance management meetings, regarding EEO matters.

### 6. Organisation Policies & Procedures

- All Synapse employees must maintain currency of knowledge and practice within the specified policies, procedures, and regulations applicable to the position and as amended from time to time.

- All line managers must keep abreast of relevant legislation, regulation and standards and must ensure that policies, procedures and work practices within their scope and area of responsibility are updated accordingly.

## **7. Management and Coordination**

- Ensure team members maintain compliant qualifications and registrations in line with the requirements of their position.
- Contribute feedback to facilitate regular supervision and performance management via the respective State Lead.
- Accountable for the effective human resource management systems, including recruitment and selection, induction, performance reviews and supervisory processes that result in quality service provision.

## **8. Qualifications and Experience**

### **11.1 Essential**

- Relevant tertiary qualification including Psychologist, Occupational Therapist, Social Worker, other Allied Health, developmental educator, social or health science professional
- Experience in support coordination for participants with complex needs
- Understanding of legislation and standards relevant to the disability sector and underpinning the NDIS
- Experience in a leadership position with demonstrated experience in the supervision and coordination of a team
- Competence in using Microsoft Office programs as well as demonstrated experience using client information systems
- Demonstrated experience in building rapport, negotiating and developing mutually beneficial relationships with a term and a diverse range of stakeholders to achieve organisational objectives
- Demonstrated experience in developing case management plans that align with the service user's need
- Experience in working with people with disability
- Demonstrated competence in utilising well developed communication skills in communicating with people with disabilities, their families, community agencies and other professionals in a person-centred framework

### **11.2 Desirable**

- Experience working with people with neurocognitive impairments and complex needs
- Experience working in a community development role
- Experience in providing services under the NDIS

## **9. Compliance**

- Australian Drivers Licence
- Criminal History Screening including a Blue Card and Yellow Card, or ability to obtain
- Compulsory Third-Party Insurance on private vehicle (if to be used for work purposes).
- Right to Work in Australia, e.g. Australian birth certificate, passport, Visa, etc.

- Completed NDIS Quality and Safeguards Commission – ‘Quality, Safety and You’ NDIS Worker Orientation Module

## 10. Key Performance Indicators

**KPI 1:** Actively demonstrate Synapse’s Values in the workplace throughout day to day interactions with fellow employees, clients and all Synapse stakeholders.

**KPI 2:** Maximise customer satisfaction through customer-driven development, delivery and evaluation of our services.

**KPI 3:** All employee management requirements are met, including but not limited to performance and probation reviews, WH&S incident reporting and investigation, grievance resolution, etc.

**KPI 4:** Provide support coordination services within a timely manner and ensure that clients of the Synapse Support Coordination program receive the appropriate level of support as they work through their action plans

**KPI 5:** Build the NSW Support Coordination caseload and manage a partial caseload of approximately 10 support coordination clients

**KPI 6:** Ensure effective data management systems are adhered to for support coordination program, ensuring data collection is satisfactory to meet funding body reporting requirements

**KPI 7:** Ensure that support coordination services provided are delivered in a way that reflects contemporary practice frameworks for the disability sector, is person centred as well as promoting choice, control, individual human rights and social inclusion.

## 11. Approvals & Acknowledgement

### Position Description Approved by:

<b>Manager/Coordinator name:</b> _____
<b>Signature:</b> _____ <b>Date:</b> _____

### Position Acknowledged by:

I hereby confirm my understanding and acceptance of the position’s responsibilities and accountabilities, as outlined in this position description.

<b>Employee name:</b> _____
<b>Signature:</b> _____ <b>Date:</b> _____

