

## Individualised Services Coordinator (Broome)

### HelpingMinds – The Organisation

Our Purpose is by providing hope we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect.

Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

## Role Snapshot



Guided by our HelpingMinds mission, purpose and values, the position will be providing client support, engaging and developing rapport with clients with a mental illness. In addition, the position will work with clients to provide support coordination, to source various services as part of their individualised plans. Building partnership and community development while promoting the HelpingMinds services within the community will also be a large part of the position's responsibilities.

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:



Award/Agreement: HelpingMinds Staff Agreement 2016		Classification: 3	
Date of Issue: Dec 2018	Authorised by: Deputy CEO	Version: 2	Review Due: Dec 2019

## The role

The National Disability Insurance Scheme (NDIS) supports people with a permanent and significant disability that affects their ability to take part in everyday activities and gives people more choice and control over how, when and where those supports are provided.

The Individualised Services Coordinator will be responsible for engaging with people who may be eligible for an NDIS package. You will be required to guide the person and their support network and assist the person to apply for and obtain an NDIS plan.

The Individualised Services Coordinator will need to have a strong understanding of the NDIS and will be required to support people who have expressed an interest in receiving support from HelpingMinds Limited.

The Individualised Services Coordinator will be responsible for establishing a positive collaborative relationship with the person and their support network and assist the person to identify, link with and coordinate support to link with local communities, build skills, overcome barriers and achieve goals. You will have the responsibility to ensure the implementation of the person's plans and the achievement of their goals.

The Individualised Services Coordinator will need to have a strong understanding of the NDIS and will be required to support people who have coordination of support in their plans to access supports more effectively.

## Responsibilities

- To support potential NDIS participant (and their carers) in obtaining appropriate psychosocial diagnosis when required
- To assist in developing NDIS plans
- Support the NDIS participant and carers in identifying their goals
- Liaise with third parties on behalf of potential NDIS participant
- Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate and connect clients to appropriate support and services;
- Ensure support coordination is completed as per the agreed work;
- Identify, coordinate, manage and or facilitate a range of supports and support providers to meet identified needs;
- Navigate, influence and negotiate with public sector and community-based service systems for the delivery of appropriate supports in accordance with NDIS plans;
- Ensure that support responses focus on participant goals and objectives;
- Liaise with and report as required to NDIA in relation to NDIS participants and their plans;
- Notify management immediately of any worker or client related issues or incidents that occur;
- Provide expert advice and consultation to NDIS participants and their families on the changing NDIS environment to build capacity to understand and navigate service systems;
- Provide high quality services to clients and keep accurate and complete records of progress and outcomes in accordance with legislative and organisational requirements;
- Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects;
- Provide expert advice and support to other team members, acting as a mentor for staff in the delivery of services;
- Use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem solving skills;
- Actively maintain professional knowledge in the areas of disability, working within the National Disability Insurance (NDIS) guidelines and community inclusion.

## 2. Other

In addition to your role specific responsibilities, HelpingMinds expects Employee's will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Adhere to established work practices, however exercise initiative and judgement where practices and direction are not clearly defined;
- Participate in continuous quality improvement of work practices;

- Work and act within the legal and financial constraints and boundaries of your role including but not limited to:
  - The Mental Health Legislation and Carers Recognition Act;
  - Commonwealth and State Funding Agreements;
  - Industrial Laws and Occupational Health and Safety Legislation;
  - The 2016 HelpingMinds Staff Agreement as well as current organisational Policies and Procedures;
  - The National Standards for Disability Services;
  - The National Standards for Mental Health Services 2010;
  - The Australian Commission Safety and Quality Standards for Accreditation version 2;
  -
- Work in accordance with your Employee Classification Definition according to the HelpingMinds 2016 Staff Agreement

## SELECTION CRITERIA

### Essential

#### Qualifications, Licences etc.

- Diploma in Disability Services with at least 2 years' experience at diploma level or;
- Diploma in Mental Health relevant area of study or;
- Certificate IV in a Mental Health relevant area or;
- Certificate 3 in Disability Services with substantial years of relevant experience and specialist skills sufficient to perform activities
- Current Driver's License and reliable vehicle with third party insurance
- National Police Clearance
- Working with Children Check

#### Knowledge, Skills & Abilities:

- An understanding of mental health issues and recovery-oriented practice in the provision of capacity building support to people with severe mental illnesses and complex needs and their families
- Excellent time management skills when working in time limited environments
- Ability to develop positive working relationships with community groups (including CALD and Indigenous communities)
- Demonstrated understanding of NDIS systems
- Well-developed computer skills, including Microsoft office and data reporting programs
- Experience in building and maintaining effective relationships with stakeholder
- Ability to effectively utilise NDIS packages by using their knowledge of the NDIS, the service system, being assertive, and 'making things happen';
- Demonstrated excellent communication skills, including advocacy and report writing skills;
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy;
- Demonstrated client centred approach with the ability to work in partnership with others to achieve best outcomes for the client;
- Demonstrated excellent time management and delegation skills;
- Demonstrated ability to be self-motivated and function autonomously while working effectively toward team goals;
- Capacity to build rapport with clients is crucial;
- Demonstrated capacity to engage with and empower people to achieve their identified goals within a structured individual recovery plan;

### Desirable

- Bachelor's Degree or greater in Mental Health relevant behavioural or social science discipline (including, but not limited to social work, psychology, occupational therapy)
- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations;
- Experience conducting ongoing risk assessments whilst working with people experiencing severe mental health issues
- Experience working in a similar capacity providing mental health support work to clients in an outreach capacity
- Experience, connection or capacity to engage with culturally and linguistic diverse backgrounds
- Lived experience as a family member/carer of a person with a diagnosed mental illness and the ability to utilise this experience constructively for the benefit of others

### Other:

- Proof of eligibility to work in Australia will be required