



## Job Description

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Our vision is **Human Potential, Realised.**

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

**Role:** Support Coordinator

**Reporting:** The role reports to the Customer Experience Manager

**Objective:**

The key objectives of the role are to:

1. Support customers to access the right supports at the right moment, building their capability along the way so they can realise their potential.
2. Grow referral networks and connections with providers across the sector to promote the connection of our customers to the right supports.
3. Assist customers to access the supports they need, supporting customers to have their voice and needs heard.

**Duties and responsibilities:**

1. Provide support coordination services to customers that enable them to better understand and navigate the NDIS environment and maximise their access to the right supports to achieve their potential.
2. Build the capability of customers through a person centred active support model to understand their plan and supports, understand what supports are available and how to access those supports, understand how to make changes to plans and supports, and how to advocate for themselves and raise concerns if they arise.
3. Work alongside the customer, the customer's key support people, service providers, and their networks to build knowledge and understanding of the NDIS, how it works, and how to maximise opportunity and access. Support the customer to build capacity and resilience in their network to maintain their connections with their community and support providers.
4. Support customers to develop agreements with providers that deliver the right supports, at the right price, at the right moment.
5. Support customers to evaluate their plan, the outcomes of their plan, plan expenditure, and whether the plan is continuing to achieve the agreed goals.
6. Support customers to amend or renew their plan, as needed.
7. Document and create reports on customer supports using technology and paper based systems in a clear, logical, understandable and timely way.
8. Grow referral and service provider networks, participate in relevant professional and sector forums and events, and promote the brand of Civic in our local communities.
9. Maintain details of contacts in our CRM that can be used by the customer experience team to support customers to access the right support at the right moment.



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10. Act as a contact and support for customers to resolve concerns or issues where the customer is not able to resolve them on their own. Support customers to access additional advice and support where area of concern is outside your scope to assist.
11. Evaluate potential conflicts of interest, seeking support from senior staff where the outcome is not clear.
12. Build the capability of the customer experience team, by sharing your experiences, through coaching, and by providing advice and information that support the team to create better experiences for customers.
13. Advise the Manager of any significant changes or concerns regarding the customer, their home environment, wellbeing, supports, or other risks, as soon as possible.
14. Report incidents and concerns in line with Civic frameworks to ensure that compulsory reports are made within required timeframes, risks can be assessed, and supports can be put in place to ensure the safety of the customer and others.
15. Maintain close working relationships with key internal customers across Civic including operations teams, the clinical services team, finance, and rostering.
16. Make suggestions for process and system improvements to support the continuing development of the customer experience.
17. Maintain product and service knowledge of current services and those in development across all funding streams.

### Essential Criteria

- A degree in health services, social sciences, social work, or similar would be a significant advantage but is not essential provided you have relevant experience.
- Excellent understanding of the NDIS, funding mechanisms, available supports, and the challenges that people with a disability may face accessing and maintaining supports and connection with their community.
- Excellent understanding of the vulnerabilities that people with a disability may face such as social isolation, abuse and neglect, denial of services, discrimination, and the challenges of having their voice heard.
- Previous experience in a support coordinator or case management role in the community services sector. We think you'll need at least 3-4 years solid experience, but we're open to chat about this one.
- The ability to translate sometimes complex concepts into a language and format that customers, employees and others can understand and use.
- Experience using customer relationship management (CRM) databases.
- The ability to balance the different voices that often exist around the customer, while making sure the customer's voice and needs don't get lost in the noise.
- Bravery. Sometimes you're going to need to be the one to stand up and be the one to say what others won't.
- A passion for creating amazing customer experiences that enable people to be connected to the supports and services they need to realise their potential.
- Driver licence.