



Position Description – Supports Coordinator 04-HR-137

ABOUT US

TASC National Limited (formerly The Advocacy and Support Centre Inc.) was founded in 1982 as a small legal service for disadvantaged people. Today TASC is the largest regional Community Legal Service in Queensland and is known for its innovative delivery of legal, advocacy, and social services across the south-west of the State and most recently, into Ipswich and West Moreton, Roma and the Maranoa region. In particular, TASC's holistic provision of legal and advocacy services, as well as robust commitment to community education and development, has seen TASC considered by many as a model for the future delivery of services to the most vulnerable and marginalised members of our community.

OUR MISSION

To provide legal, advocacy and social services to vulnerable and marginalised members of our communities.

To provide a voice and support our clients through creating solutions together.

OUR PEOPLE

Our team consists of four main teams of people – legal, advocacy, administration and business services.

The strength of TASC lies in our staff's ability to work together to achieve the best outcome for the people who need our services.

We employ a team of people who are truly committed to assist those in need and alignment to Our Mission is paramount.

WHAT YOU CAN ACHIEVE WITH US

TASC is one of Queensland's most innovative non-profit legal services. It is an organisation that passionately pursues social justice for marginalised people within our community. We actively challenge law practices, assumptions and beliefs that weigh heavily against forgotten people within our society.

With us, you have the opportunity to make a difference.

Endorsement date:	06/06/2017	Person Responsible:	Chief Executive Officer
Version number:	1.0	Version date:	06/06/2017
Review period:	2 yearly	Next review date:	April 2019

YOUR POSITION

Listed below are the key responsibilities for your position. Each responsibility is represented as tasks and as part of your induction and ongoing feedback with us, we will set the expectations around your performance for each of these.

Reports to:	Advocacy and Social Services Coordinator	Incumbent:	
Purpose:	<p>The Supports Coordinator (SC) will be responsible for establishing a positive collaborative relationship with the client seeking support and their support network and assist the client to identify, coordinate support and link with local communities, build skills, overcome barriers and achieve goals. You will have the responsibility to coordinate the implement of the client’s plans for the achievement of their goals.</p> <p>The SC will need to have a strong understanding of the National Disability Insurance Scheme (NDIS) and will be required to support people who have coordination of support in their plans to access supports more effectively. The position is also required to ensure that people who have expressed an interest in receiving support from TASC are engaged and effectively transitioned to suitable services.</p>		

Responsibility	Task	Performance Expectation
Service Delivery	<ul style="list-style-type: none"> • High level knowledge and skills in coordination of supports to assist people with a disability in their community or in their home • Understand the different levels of Support Coordination with each client you support • Work within the funding levels associated with each client (continually track and monitor billable hours) • Identify potential crisis situations and proactively manage and coordinate with minimal support from manager • Manage your own time, set priorities, plan and organise your own quality work to achieve specific objectives • Take responsibility for own work outcomes and assists others to understand role and responsibilities • Develop and record progress of goals for clients that are specific, measurable, achievable, relevant and time limited (SMART) • Continually gather and document relevant information about clients from other services for the development of evidence based reports and updates 	
Capacity Building	<ul style="list-style-type: none"> • Empower clients to exercise choice and control to access a range of formal and informal mainstream and community-based support, by identifying opportunities for innovative service delivery • Continually seek opportunities to build the capacity of clients and their families enabling greater levels of independence • Develop and strengthen clients’ formal and informal supports • Support clients to engage with community partners, stakeholders to achieve a desired outcome 	

Responsibility	Task	Performance Expectation
	<ul style="list-style-type: none"> • Actively participate in the development, implementation, monitoring, regular review and reporting of clients programs with key stakeholders which includes but is not limited to the following; • Determine client / community risk and prepare assessments • Review client records and maintain an understanding of their individual needs and support requirements • Review client goals and measure individual progress and document outcomes with clients and their supports 	
Community Education	<ul style="list-style-type: none"> • Provide community education sessions to community and other groups on disability issues and NDIS; • Identify areas in which TASC can develop materials for use by people with a disability, service providers and others. 	
Stakeholder Relations	<ul style="list-style-type: none"> • Develop and maintain appropriate links with the community and participate in broader disability consultative and networking processes; • Undertake approved project work as directed to build relationships with stakeholders where there is a mutual interest and to address systematic issues. 	
Compliance	<ul style="list-style-type: none"> • Contribute to the development, implementation and maintenance of internal guidelines and procedures; • Maintain comprehensive, accurate and up to date records including CLASS, the client service database and client files; • Develop and maintain caseload and provide regular statistical and issues based reports to funders in accordance with service agreements; • Use TASC assets and resources responsibly and become familiar with and comply with all policies and procedures including relevant legislative requirements; • Comply with all administration processes including office procedures regarding timesheet recording, reporting of absences, sign in and out, scheduling of electronic diary; • Participate in all other duties relating to the position as directed by the Advocacy and Social Services Coordinator or Chief Executive Officer; • Travel locally and regionally especially between TASC offices, as reasonably required, including some overnight travel; • Undertake internal and external learning and development activities to enhance skill level including Induction training, Workplace Health and Safety, Information Technology, mentoring and on-the-job training. 	

<p>General Team Supports</p>	<ul style="list-style-type: none"> Actively participate as a member of the TASC and Advocacy teams to coordinate workload effectively and ensure continuity of service delivery, and actively contribute as a member of the wider Advocacy sector and TASC teams by attending all meetings as required including internal staff meetings, sector and case meetings, external Case Conferences and actively contribute to each in a professional and collegial manner. 	
<p>Any other duties as directed by management from time to time.</p>		

YOUR SKILLS, EXPERIENCE AND BEHAVIOURS

When we look at our team, we look for three key things – 1. your **ability** to do the role (technical skills and experience); 2. **how** you do the role (your behaviours); and 3. how **you impact on others** in the way you do the role. These are equally important to us.

<p>Skills, Knowledge and Abilities</p>	<p>To be successful in this role, it is important that you demonstrate the use of the following skills, knowledge and/or abilities:</p> <ul style="list-style-type: none"> • Proven ability to effectively communicate with and relate to people from diverse cultural, linguistic and socio-economic backgrounds and people with physical and/or intellectual disabilities and people with mental health issues; • Ability to effectively liaise across a broad range of agencies and stakeholders in order to advocate for equitable outcomes for clients; • Ability to work effectively with other professionals in a multi-disciplinary team using cooperative approaches to problem solving and conflict resolution; • Exceptional interpersonal and communication skills (written and verbal) including small group facilitation and public speaking, report and submission writing and policy development (desirable); • High level attention to detail and accuracy; • Strong organisational skills including the ability manage your own time; • Ability to follow policies and procedures with a strong focus on quality control; • Experience with and/or knowledge of conflict resolution, mediation and problem solving techniques; • Networking, social research and program development skills or the ability to readily acquire these skills; • Capacity to develop, implement and facilitate community information and education programs; • Sound computer skills including Word, Publisher, Outlook, Excel and PowerPoint; • The capacity to travel locally and regionally, including some overnight travel; • Demonstrated experience in National Disability Insurance Scheme and community education; • Knowledge in the following areas relevant to your role would be an advantage: <ul style="list-style-type: none"> ○ Current advocacy and disability issues and the Human Services Quality Framework (HSQF) standards; ○ Queensland Disability Services Act 2006, the Disability Services (Regulations) Act 2006, the Commonwealth Disability Services Act 1986 and associated Regulations and the Human Rights and Equal Opportunity Commission Act 1986, Disability Discrimination Act 1992, National Disability Insurance Scheme Act 2013 and Mental Health Act 2016.
<p>Experience and Qualifications</p>	<p>The following items are essential to work in this position:</p> <ul style="list-style-type: none"> • Hold a current, unrestricted class QLD driver’s licence; • Hold or be immediately eligible to obtain a Positive Notice for Working with Children and receive a positive notice from Disability Services Queensland based on mandatory criminal history screening. <p>The following items are required to work in this position:</p> <ul style="list-style-type: none"> • Qualifications (Certificate IV or Diploma) in Community Services/Disability (or similar field); • Experience in the provision of advocacy or disability services within a community organisation or relevant field • Knowledge and understanding of the National Disability Insurance Scheme.

<p>Behaviour</p>	<p>Your position within TASC is one of trust and great responsibility as what you do will impact heavily on the lives of others. To truly excel in our environment, we believe you need to be equipped with:</p> <ul style="list-style-type: none"> • Goal orientation and achievement focus; • Strategic and creative thinking; • Ability to communicate with influence; • A passion for providing first class services to disadvantaged people; • Adaptability and ability to contribute in a positive and proactive manner within a multidisciplinary team; • A positive, inclusive approach which can cultivate productive working relationship both in the TASC team and with related external bodies; • The ability to effectively promote TASC services to a wide range of stakeholders; • Empathy and understanding for clients while maintaining emotional resilience; • Initiative in identifying new ways to service our clients; • A proactive approach to identifying ways to better our clients' experiences' • Dedication to performing all duties with a commitment to health and safety of yourself and others; • A desire to lead by example with attendance, punctuality, reliability, ethics and personal presentation.
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