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## Job Package

### Support Co-ordinator/Specialist

<b>Position title</b>	Support Co-ordinator/Specialist
<b>Job Type</b>	Casual up to 38 hours per week
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Location</b>	Work from Home and in the Community

#### **Inclusion Tree**

Inclusion Tree provides human-centred supports services, in all States and Territories of Australia. Our services are individually tailored, strengths-focused, trauma-informed, inspired by leading edge practices and social innovations.

We enjoy compassionately inquiring together to co-create solutions that make a difference to the people experiencing disability and mental health.

We know that investing in our people and acknowledging their gifts is what makes our business grow. We are committed to nurturing the personal and professional development of all our staff through an intentional culture of growth and learning, based on 'We-Flow' principles and practices.

#### **Role of Support Co-ordinator/Specialist:**

Assistance to strengthen participant's abilities to coordinate and implement supports and participate more fully in the community.

#### **Focus on:**

- Regular active adjustment of supports due to participant's changing needs
- Facilitation of multiple / complex supports from a range of providers which intersect with mainstream services
- Crisis resolution and developing resilience
- Regular monitoring and outcome reporting for the participant / NDIA

- Building capacity with tools and resources that the participant owns
- Linking to informal, mainstream and community supports

### **A Support Co-ordinator/Specialist**

- Understands NDIS and can effectively support participants to do the same
- Builds confidence in the participant and their support network
- Is independent of service providers
- Creates opportunities for Capacity Building
- Uses the Budget creatively to implement the plan and achieve goals

### Essential Criteria

- Diploma or Certificate IV in Community Development; Community Services; Disability or relevant experience
- Have a good understanding of the NDIS
- Experience engaging with Inter Agencies and disability networks
- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook)
- Ability to self-organise and prioritise workflows
- Creativity, flexibility and adaptability
- Excellent verbal and written communication
- Organised and able to meet deadlines
- Relevant work-related experience in working with people with disabilities, families and communities
- Demonstrated understanding of, and commitment to, a strengths-based approach
- Demonstrated project management experience and organisational skills.
- Intermediate to advanced Microsoft Office skills (word, excel, Power Point and Outlook).
- NDIS Quality and Safeguard Commission training requirements (you will need to create your own log in to complete this training)
- NDIS Worker Orientation Module- <https://training.ndiscommission.gov.au/>
- NDIS Worker Screening <https://www.ndiscommission.gov.au/workers/worker-screening/where-apply-worker-screening>
- COVID-19 - Training- <https://www.health.gov.au/resources/apps-and-tools/COVID-19-infection-control-training>
- COVID-19 – Vaccinations - <https://www.health.gov.au/our-work/covid-19-vaccines/disability-sector/workers?language=en>
- National Police Check: <https://www.afp.gov.au/what-we-do/national-police-checks>
- Working with Children's Check
  - VIC - <https://www.workingwithchildren.vic.gov.au/>
  - NSW - <https://www.service.nsw.gov.au/transaction/apply-working-children-check>



- QLD - <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/applications/apply>
- TAS - <https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people>
- WA - <https://workingwithchildren.wa.gov.au/applicants-card-holders/applying-for-a-wwc-check/how-to-apply>
- SA - <https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks/screening-wwcc>
- NT - <https://nt.gov.au/emergency/community-safety/apply-for-a-working-with-children-clearance>
- ACT - <https://www.myaccount.act.gov.au/WWVPNDIS/s/wwvp-ndis-new-application-v2>

**Application Enquiries** –Human Resources email [lynn@inclusiontree.com.au](mailto:lynn@inclusiontree.com.au) or [hello@inclusiontree.com.au](mailto:hello@inclusiontree.com.au)

## Guide for applicants

Inclusion Tree observe EEO principles when selecting and recruiting staff. Positions are offered based on merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

## How to apply

***Applicants MUST follow these steps to be considered for the position.***

1. Prepare a typed application which includes:
  - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
  - A current resume detailing your relevant skills and experience.
  - A photocopy of your relevant academic qualifications.
  - The names and phone numbers of two recent work related Referees (at least one referee should be a recent supervisor, if possible).
2. Please email applications to [hello@inclusiontree.com.au](mailto:hello@inclusiontree.com.au)



## Interview

If you are selected for an interview, you will be contacted by telephone or email. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.

## Position Description

### Support Co-ordinator/Specialist

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<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Location</b>	Work from Home and in the Community

## Purpose of position

Assistance to strengthen participant's abilities to coordinate and implement supports and participate more fully in the community.

### Domains of authority:

- *You are trusted with exclusive control over the sourcing of services providers and the allocated budget; for the participants you work with.*

### Focus on:

- Regular active adjustment of supports due to participant's changing needs
- **Sourcing of** multiple / complex supports from a range of providers which intersect with mainstream services
- Facilitating the setup of these services.
- **Uses the Budget** creatively to implement the plan and achieve goals
- Regular monitoring and outcome reporting for the participant / NDIA
- Building capacity with tools and resources that the participant owns



- Linking to informal, mainstream and community supports
- Crisis resolution and developing resilience
- Understands NDIS and can effectively support participants to do the same
- Builds confidence in the participant and their support network
- Is independent of service providers
- Creates opportunities for Capacity Building

## Reporting relationship and accountabilities

The Support Co-ordinator/Specialist's will:

- Report to their Team Leader
- Attend Team meetings and provide input for team-level decision-making.
- Schedule and attend Supervision Meetings with their Team Leader.
- Receive support from their Team Leader
- Learn, understand and enacts the Intentional Culture of Inclusion Tree and its practices and principles; with support from their Team Leader, internal training and Management team.
- Ensure participant has been supported to work towards their goals.
- Ensure participant is well connected with informal, and mainstream supports.
  - The participant and their network better understand how to participate in the NDIA processes, such as establishing agreements with service providers, managing budget flexibility, and setting and refining goals, objectives and strategies.
  - The participant's supports are managed within the budget parameters in the plan
  - Participants have genuine choice and control of service providers.
  - Where possible a participant's or their nominees are confident at managing their support with no or a reduced need for support coordinator in subsequent plans.
  - Participant is able to manage any issues that arise with service provision (including optimising service quality and effectiveness).
  - Participants will address issues or barriers in accessing service provision within existing funded supports in the first instance. Requests for additional funded supports are made when there is a significant change in circumstances. In these instances, the NDIA will review the plan as required.
  - All task items are completed as required.



- Reports to the NDIA should refer to expected outcomes. If any of these indicators are not met, barriers must be clearly identified, and strategies put in place to address them.

## Specific tasks and responsibilities

The Support Co-ordinator/Specialist will:

- Contact participant and/or family member and set up initial meeting.
- Provide participant with Welcome Pack explaining feedback and complaints processes
- Assist the participant to access and begin to use the Participant Portal
- Learn about what the participant wants to do to achieve their goals
- Assist participant to search for, contact, select providers or change providers as required
- Assist participant to enter into service agreements with preferred
- Make referrals for any therapy, services or assessments required
- Ensure any urgent equipment requests are lodged
- Commence Inclusion Tree Implementation Report.
- Explore mainstream and community supports (including linkage and referral)
- Post implementation reporting to NDIA (as agreed/requested by NDIS)
- If requested, provide a 6 month progress report to the NDIS (if required in Request for Service).
- Assist the participant to start to think about next plan and develop their goals prior to their plan review
- Provide the NDIA with reports on outcomes prior to review (as agreed) including reviewing the Inclusion Tree Implementation Plan and / or completing the Inclusion Tree End of Plan Report.

### **Additional Tasks of Support Co-ordinator**

- Ensure that skill building supports are implemented and followed by personal support workers, and are complimentary to other plans that already exist in a participant's life (i.e. behavioural management plans, individual learning plans, or existing skill development plans)
- Work with the participant to increase their ability to access their local community



- Support participant to monitor plan expenditure to ensure that the participant can manage their budget over a 12-month plan
- Build the capacity of the participant to achieve greater independence in coordinating their services and supports
- Strengthen and enhance the participant's abilities to coordinate supports and participate in the community
- Prepare participant for review by developing new goals, evaluating current supports and exploring new supports. Assist participant to fill in and return any NDIS review documentation.

**Expected Outcomes and Indicators of Support Coordinator/Specialist:**

- The participant has been supported to work towards their goals.
- The participant is well connected with informal, and mainstream supports.
- The participant and their network better understand how to participate in the NDIA processes, such as establishing agreements with service providers, managing budget flexibility, and setting and refining goals, objectives and strategies.
- The participant's supports are managed within the budget parameters in the plan
- Participants have genuine choice and control of service providers.
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- All task items are completed as required.
- Reports to the NDIA should refer to expected outcomes. If any of these indicators are not met, barriers must be clearly identified, and strategies put in place to address them.



## INCLUSION TREE - PURPOSE AND GOALS

We provide individually tailored, innovative and safe options for people experiencing disability and mental health. We enjoy creating solutions that make a difference.

Our focus is on challenging current perspectives and limitations placed on those who experience disability and mental health to enhance individuals and communities so that all can enjoy a good life.

Our purpose is to inspire and enable people experiencing disability and mental health and communities to co-create opportunities and solutions that change lives for the better.

Inclusion Tree's Whole-Hearted Goals are to:

1. Provide professional and high-quality services to meet the individual needs of people experiencing disability and mental health, their families and carers.
2. Ensure that participants voices are heard, respected and understood through an inclusive approach
3. Within the community; to stand out as a reputable trusted, reliable and attuned provider
4. Operate within the National Disability Insurance Scheme Rules, as well as relevant Australian and individual state legislations, regulations and rules.





## INCLUSION TREE VISION

Challenging the status quo and pushing boundaries by sharing our wisdom and knowledge; creating an intentional culture of compassion, collaboration and connection to build individual and community networks

## INCLUSION TREE MISSION

To support others to feel seen, heard and understood with a strong foundation of mutual respect, trust and honesty to construct an inclusive life where all can find a place to belong.

## INCLUSION TREE PRINCIPLES OF SERVICE

The following principles guide our provision of services to people with disabilities and their families/carers:-

- Our service will reflect the rights of people with disabilities and their families/carers to social justice, economic and social equality and self-determination and to be free from discrimination based on religion, gender, race, sexuality or disability
- Quality service provision based on equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible planning using strengths-based and person centred models that ensures the safety, emotional security and connectedness of our participants
- Culturally appropriate interactions with participants are paramount
- Collaboration with participants and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

**Employee Signature**

**Date**