



Support Coordination Lead

Position Description

About the role

The Support Coordination Lead will oversee and manage the Support Coordination team within the Housing Hub. The team will be responsible for assisting people with disability to obtain the housing option that best meets their needs and will be responsible for supporting people with disability to understand the disability housing market and for developing housing plans.

Since the introduction of the NDIS, housing for people with disability has changed to a market based system. This means more housing options are emerging and people with disability have choice and control over where they live and who they live with. For some people with high support needs, options such as Specialist Disability Accommodation (SDA), Individualised Living Options (ILO) and Supported Independent Living (SIL) will be available to them.

The Support Coordination Lead is required to lead their team in understanding eligibility for SDA, ILO and SIL. This role is focused on both leading the small team as well as producing quality documentation in relation to housing outcomes for people with complex needs. Further to this, the role will hold accountability for the team's performance in regard to quality of service to NDIS Participants and evidence for housing supports produced.

The role reports to the National Tenancy Matching Manager and sits within the Housing Hub team. The Support Coordination Lead is an integral member of Summer Foundation and works with external stakeholders, people with high and complex disability needs, family members, and others to ensure people with disability have the correct funding and evidence to move into the home of their choice.

About Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes.

The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

If you are looking for a career where you can make a difference, work collaboratively with committed and passionate people and have real opportunities for professional development, we encourage you to join our team.

Why we exist

The Summer Foundation exists to permanently stop young people with disability from being forced into residential aged care, ensuring people with disability have access to the support required to be in control of where, how and with whom they live.

How will we know we've succeeded

This problem can be solved, we are doing legacy work, and we are well on track to achieving what we set out to do. In 5 years we expect the Summer Foundation will have achieved its purpose. We will regard this as 'job done' when the systems, policy settings and markets consistently enable people with disability to live where, how and with whom they choose; experiencing choice and control equal to people without disability.

Our workplace

We have staff working all across Australia, however our head office is located in Box Hill, Victoria. To meet some of our staff and watch a short clip about our organisation, please go to:

<https://www.summerfoundation.org.au/about-us/who-we-are/>

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Support Coordination Lead
Team	Housing Hub Social Enterprise
Direct reports	Support Coordinator
Reports to	Housing Hub Services Manager
Status	Full Time 12 month contract
Award Classification	SCHADS Level 5 1.0 FTE salary \$100,000 to \$110,000 + super
Location	Melbourne, Sydney, Brisbane, Adelaide, Perth
Last updated	October 2021

About the team

The Housing Hub Social Enterprise has been established by Summer Foundation to create initiatives to develop the SDA housing market across Australia. We work with Housing Seekers and Housing Providers so that people with disability can find the home that is just right.

We have developed a Housing Hub website to connect people looking for housing with accessible housing options, an Engagement Team to provide information, resources and capacity building to people with disability on housing options and a Tenancy Matching Service to identify SDA eligible tenants for new SDA properties.

The team is expanding to offer Support Coordination Services to assist people with disability to get the housing option that best meets their needs.

Key responsibilities

People Leadership

- Manage the Support Coordination Team, including providing training, coaching and supervision in line with our culture and operational priorities
- Develop KPIs for the Support Coordination Team and report back on these regularly using data and take action as required to manage any areas
- Coaching team members to develop their individual work plans and ongoing mentoring to ensure they are achieving their goals month to month
- Ensure effective team use of the CRM to capture data and Support Coordination activities
- Foster a positive culture where all team members can contribute and feel valued
- Keep across the external environment and stay up to date on the accessible housing market, including understanding users and competitors
- Peer review documentation and evidence developed by the Support Coordinator prior to submission to the NDIA
- Ensure team is accountable to time and delivery of billable hours

Support Coordination

- Support clients to understand the housing related supports within their NDIS plan
- Organise relevant meetings with clients and their family members/supporters
- Maintain a high level understanding of eligibility for SDA, ILO and SIL funding
- Support people in finding suitable housing aligned with their needs and preferences (ILO models, SDA and other housing options)
- Review of documentation related to eligibility for SDA, ILO etc. with a view to identify any gaps that may exist in the documentation
- Development of high quality documentation in relation to eligibility for funding of supports
- Collate evidence to present to the NDIA for determination of SDA and surrounding supports (Assistive Technology, OOA etc)
- Support participants to submit documentation through NDIS processes and follow up where required to adhere to relevant timeframes
- Develop or review documentation and support people through the process appeals where required
- Support participants to apply for, and fulfill tenancy obligations
- Provide support and advice to relevant stakeholders in relation to the development of evidence for NDIS participants relating to housing related funding

Administration

- High accountability to time and delivery of billable hours
- Adherence to database entry and requirements for recording information

Subject Matter Expertise

- Maintaining current knowledge of legislation regarding NDIS
- Understanding of changes within NDIS that relate to SDA, ILO and SIL eligibility, disability housing in general and other relevant information for clients (including how to undertake appeals)

- Provision of up to date information on eligibility

General

- Other duties as requested by direct Manager
- Participation in regular meetings as required
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs

Qualifications, skills & experience

Qualifications

- Degree in Psychology, Occupational Therapy, Social Work, or Mental Health Nursing

Skills & experience

- Previous experience in leading teams towards key performance indicators
- Ability to mentor and train staff
- Exceptional writing skills (essential)
- Experience in working with people with high and complex needs
- Previous experience in Support Coordination roles (desired)
- Knowledge of NDIS and legislation underpinning the NDIS
- Understanding of Specialist Disability Accommodation, Individualised Living Options and Supported Independent Living (desired)
- Confident to build relationships within the sector
- Advanced knowledge of Microsoft Office Suite and Google Drive
- Confident ability with building relationships with other team members
- Excellent verbal, written and presentation skills
- Organised and able to meet deadlines
- Adaptable to changing environments

Core capabilities

Decision Making

- Uses sound judgment to make sound decisions based on information gathered and analysed
- Considers all relevant facts and alternatives before deciding on the most appropriate action
- Commits to decisions

Teamwork

- Interacts with people effectively and is able and willing to share and receive information
- Co-operates within the team and across teams
- Supports team decisions and puts team goals ahead of personal goals

Reliability

- Takes personal responsibility for job performance
- Completes work in a timely and consistent manner
- Follows through on commitments

Problem Solving

- Analyses problems by gathering and organising all relevant information
- Identifies cause and effect relationships
- Comes up with appropriate solutions

Communication

- Expresses ideas effectively
- Organises and delivers information appropriately
- Listens actively

Integrity

- Shares complete and accurate information
- Maintains confidentiality and meets own commitments
- Adheres to organisational policies and procedures

People Management

- Invests time and effort in managing staff members under his/her supervision
- Ensures that staff members under his/her supervision are clear on their role and responsibility
- Contributes to and supports the overall performance of the team
- Creates regular opportunities for peers, colleagues, partners and stakeholders to contribute toward enhancing service quality

Stakeholder Management

- Initiates and manages negotiations with stakeholders to gain commitment to projects, and delivery of activities to meet timelines
- Provides and receives highly complex, contentious or sensitive information where high levels of negotiation, communication and interpersonal skills are required
- Ability to explain highly complex concepts, ideas and issues to an executive audience
- Confidently represents the organisation with external stakeholders and negotiate within parameters agreed with immediate manager
- Focuses on understanding stakeholder issues and influencing their views
- Provides authoritative expert advice on complex issues within own area

Summer Foundation Principles

The Summer Foundation's principles include:

Summer Foundation Ltd. ABN 90 117 719 516 PO Box 208 Blackburn VIC 3130 Tel: (03) 9894 7006 Fax: (03) 8456 6325

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working as a team | we understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution. We embrace and value diversity in our workplace.

a healthy approach to communication | We come to discussions prepared and ready to contribute. The how, why and by who of decision making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

shared clarity and commitment to purpose | We all have a strong, shared understanding of our 'why'. Our 'Why' is central to our strategy, decision making and actions.

working authentically | People with lived experience are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

a smart responsible and considered approach | We invest in efficient, continuously improving processes, and prioritise time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

Policies

All staff must comply with the Summer Foundation policies notified to them from time to time. These policies form part of the contract of employment with Summer Foundation and therefore must be read and understood by staff to ensure they are aware of their responsibilities as an employee of Summer Foundation.

Agreement and acceptance

Signed: _____ Dated _____
Employee

Signed: _____ Dated _____
Manager