

Position Description
Mental Health Support Coordinator/Recovery Coach

Position Title	Mental Health Support Coordinator / Psychosocial Recovery Coach
Position Type	Full time (76 hours per fortnight)
Classification	Social, Community and Home Care Disability Services Award (2010) Level 4.3
Salary	\$78,071 annum plus 10% superannuation and salary packaging available
Reporting to	NDIS Director
Working Hours	76 hours per fortnight
Effective Date	

Organisational Context:

Stepping Stone is an incorporated, not-for-profit organisation, dedicated to assisting people with a mental illness. Based on the Clubhouse International model (www.clubhouse-intl.org), our mission is to assist adults with mental health issues to develop the skills and confidence necessary to live satisfying and productive lives in the community. This assistance is provided through a recovery-based program designed to empower and support its NDIS participants. Stepping Stone includes a prevocational work program, social recreation activities, housing support, employment programs, education support, exercise programs, and various individual supports.

The National Disability Insurance Scheme (NDIS) has introduced a new framework for providing support for people with mental illness. NDIS provides funding so people can get the care and support they need, based on their individual support needs, goals and aspirations. NDIS funds individual plans with funded supports, links to services and activities, and where necessary, supports over a lifetime as well as providing access to mainstream services, community activities and other initiatives.

Purpose of Role:

The Support Coordinator / Psychosocial Recovery Coach position will work to deliver the above services and supports in a manner designed to empower our NDIS participants and to assist them in achieving their individual goals for recovery.

This support will be delivered according to the guidelines and principles of NDIS framework and as such the role of the NDIS Support Coordinator / Psychosocial Recovery Coach will need to be flexible and adaptable in their approach to each individual NDIS participant's/external referral's needs.

We work in a cohesive team environment where everyone supports each other to achieve our mission. Our work environment is positive, collegiate, vibrant, fluid and unique.

Our team is committed to creating a workplace culture that reflects the following core values:

- We have **Purpose**
- We value **Enjoyment**
- We are **Agile**
- We **Belong**
- We are a **Community**

This position will be delivered flexibly – working from home and in the community.

Position Duties:

Service Delivery:

Support Coordination/Psychosocial Recovery Coaching (NDIS)

In line with the NDIS plan undertake the following:

- Welcome and engage the NDIS participant and any supports to ensure they are fully aware of the role of Support Coordination / Recovery Coaching in assisting them with the effective implementation of their NDIS plan.
- Ensure the NDIS participant is provided with a service agreement prior to providing any support coordination/recovery coaching, is fully informed about its contents and signs it as part of the engagement process.
- Act as a central reference point for the NDIS participant referral and their family / carers in the coordination of the persons NDIS plan.
- Promote and support NDIS participants to exercise choice and control prior to signing service agreements with service providers
- In collaboration with the NDIS participant support, identify key recovery goals noted in their NDIS plan and the relevant services to support these goals.
- Co-ordinate a broad range of service providers and ensure a team approach to addressing the NDIS participant's / external referral's support needs.
- Ensure all services engaged in the support of the NDIS participant have a shared understanding of the elements of the NDIS Plan and that all service providers work in a coordinated and integrated way.
- Coordinate the ongoing review of the effectiveness of the supports on an ongoing basis and provide detailed progress reports to the NDIA as required.
- Seek feedback from NDIS participants and/or their family / carers for service improvements.
- Seek feedback in supervision with NDIS Director on a regular basis.
- Meet all data entry, administrative and reporting requirements for NDIS and other funding bodies
- Submit reports to NDIA within expected time frames.
- Ensure Policy and Procedures are adhered to and work in line with Stepping Stone's values.
- Maintain up to date knowledge of NDIS systems, practices and legislation.
- Maintain up to date knowledge of community services and organisations participants can utilise.

About You:

To be considered for this role, you will need:

Must Have:

- 1 Knowledge, understanding and/or lived experience of the impact of serious mental ill-health, recovery, well-being and capacity to work with people with multiple and/or complex support needs.
- 2 Knowledge of the NDIS, and how to navigate the support system including the ability to access a range of relevant community resources.
- 3 Previous experience in similar NDIS position
- 4 Highly developed communication, active listening, interpersonal and organisational skills.
- 5 Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving.
- 6 Possess a current open C-Class Drivers Licence valid in Queensland.
- 7 High degree of computer literacy and IT competencies with Microsoft programs and Client Management Systems.
- 8 Ability to effectively manage time.
- 9 Hold or be eligible for Workers Screening under NDIS.

Desirable:

- 10 An appropriate University degree