

Job Description



OUR ORGANISATION

Skylight Mental Health (Skylight) is a community based, not for profit organisation, which provides a range of education, support, rehabilitation and recovery based services and programs for people with mental illness, their carers (family and friends) and the community. Skylight programs are delivered utilising “lived experience” of people with mental illness and carers, and according to a psychosocial rehabilitation model and recovery philosophy and practice.

Skylight’s objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. These objectives are pursued through research, illness management, support, reducing stigma and advancing the rights of people with a mental illness and their carers. Skylight is a member organisation of MIFA (Mental Illness Fellowship Australia, www.mifa.org.au), a national body with branches across states and territories in Australia. For more information about Skylight services and programs go to www.skylight.org.au

OUR VISION, MISSION and VALUES

OUR VISION is a South Australian community which understands mental illness and responds with confidence, respect and hope.

OUR MISSION is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community and provide quality services for people with mental illness, their family and friends.

OUR VALUES: Show Respect, Foster Team, Create Quality, and Embrace Opportunity.

KEY PERFORMANCE AREAS

All Skylight employees are required to meet at least the minimum level of satisfactory performance in the following areas within the context and performance of their positions:

Organisation:	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
Program/Work Area:	Program/Work Area tasks and responsibilities
Team:	Working relationships within Skylight teams
Individual:	Individual performance areas
Supervisor:	Working relationship with your direct supervisor
Leadership:	Additional responsibilities which apply to Team Leaders, Coordinators, Specialists and Managers who participate in Leadership Group meetings at Skylight

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POSITION SUMMARY

TITLE:	Support Coordinator
PROGRAM/WORK AREA:	Service Delivery
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 4
LOCATION:	Skylight Metropolitan sites

At Skylight Mental Health Services we are passionate about supporting our NDIS Participants by delivering a range of recovery-oriented community health services. We do this by working alongside people experiencing mental illness, family and friends who support them, and the broader general South Australian community. Skylight develops programs with input from participants to ensure responsive, effective services that build on strengths, increase resilience and improve mental health.

Skylight services include individual support, carer programs, therapeutic groups, social and recreational activities, education, information, advice and referral. These are designed to help people get the support they need so their skills and independence improve over time.

Skylight is a member of the national peak body MIFA (Mental Illness Fellowship Australia)

Under the general direction of the Team Leader, the Support Coordinator will provide Support Coordination to NDIS Participants and assist them to achieving the goals set out in their NDIS plans through a recovery based approach.

SPECIAL CONDITIONS

The position may require flexible work hours. Flexible work hours are subject to the needs of the program, as negotiated with the Team Leader with time off in lieu provided by mutual agreement where additional hours are worked, to maintain an average of allocated hours per week.

DHS Working with Children check and Disability clearance are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

The Support Coordinator may be required to use their own registered, insured and fully maintained motor vehicle for work purposes and will be compensated for mileage at the Award rate.

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RESPONSIBILITIES

- Working with participants to achieve their goals in line with their NDIS plan
- Providing ongoing Support Coordination services to participants in line with their NDIS plan using funding flexibility and creativity
- Deliver all services according to Skylight Service Standards, which align with national recovery oriented mental health standards
- Provide NDIS services within the NDIS Support Coordination category to NDIS Participants
- Maintaining accurate and up to date documentation: including case notes, billing (Service Delivery Entries), progress reports, and other Skylight Support Coordination documentation as required
- Maintaining an up to date knowledge of the NDIS systems and practices
- Work collaboratively with external stakeholders and providers to ensure productive community and inter-agency relations
- Use a strength-based and person-centred approach to build skills and own capacity and independence of participants, ensuring participant goals and choices drive the process of engaging supports
- If relevant, use lived experience of mental illness appropriately and for the benefit of Skylight customers and participants
- Assessing and managing risk in line with Skylight's organisational policies and procedures
- Contribute to the high standard of service provided by Skylight by participating in relevant meetings consistent with Skylight's strategic plan, policies and procedures and contributing to continuous quality improvement activities
- Plan, develop and implement special projects and events as directed by the CEO or delegate to meet specific and identified needs. This may include working within or alongside other Skylight Programs/Work Areas from time to time to achieve Skylight's strategic goals

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SELECTION CRITERIA

Skills, Knowledge and Experience

- Qualification in Social Work, Mental Health, Developmental Education, Autism, Psychology, Occupational Therapy, Rehabilitation Counselling, Disability or other relevant qualifications with demonstrable experience in Mental Health or Disability or managing complex behaviours
- Ability to work autonomously, with a high degree of initiative and problem solving skills and to be able to achieve and maintain monthly billable hours KPI's
- Show demonstrable knowledge and application of the NDIS and NDIA legislation and other statutory requirements
- Possess highly effective interpersonal and communication skills, including developed written communication skills and the ability to advise, consult and negotiate with a range of internal and external stakeholders
- A collaborative worker and eager to share ideas to achieve the best results
- Highly developed self-management abilities to be flexible and adaptable in a dynamic setting, to work autonomously as well as within small team environments for successful project development, implementation and reporting
- Demonstrated ability to manage time, set priorities, plan and organise work to achieve objectives
- Current SA Drivers License and willingness to use own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle for work purposes
- Current Introduction to First Aid and Child Safe Environment accreditation (or willingness to obtain)
- Good knowledge of Microsoft Office Programs, CRM databases, email and internet
- A current DHS Working with Children check and Disability clearance and driver's license and suitable transportation
- A Sound understanding of organisational operations and workplace practices, e.g., Equal Opportunity and WHS