

ABORIGINAL SUPPORT COORDINATOR / COMPLEX CASE MANAGER

About the Company

We are a leading independent not for profit community organization. We embrace innovative service approaches and have over 40 years' combined experience in providing services to local people. We build community capacity and resilience. Our team consists of over 200 staff and almost 335 passionate volunteers.

About the position

3Bridges Community is currently recruiting for a Aboriginal Support Coordinator to support and connect Aboriginal NDIS Participants to build capacity to coordinate their NDIS plans and advise of appropriate support and services to connect with the local communities, build skills, overcome barriers and access mainstream services.

Reporting to the Manager, Aboriginal Services, your role will ensure that support coordination is completed as agreed work schedule and claims for payment are lodged. This role will also include the Case Management of young Aboriginal and Torres Strait Islander youth with complex needs. This role assumes full responsibility for ensuring that each clients plan is implemented and clients achieve their goals.

This position may be offered as either full time or part time depending upon the skills and experience of the successful applicant.

Mandatory

- Working with Children Check
- Current drivers' license and access to a comprehensively insured vehicle.

Essential experience or skills

- Aboriginality
- Strong understanding of the NDIS and the role of an NDIS Support Coordinator.
- Experience in Complex Case Management.
- Experience working with Young People.
- Must have experience working with Aboriginal and Torres Strait Islander communities and those leaving the Justice system.
- Proven experience in building and maintaining professional, client-focused relationships with stakeholders.
- Creative thinker with the ability to negotiate mutually beneficial partnerships.
- Proven experience in creating increased opportunities for people with a lived experience of a mental health issue to be connected in local communities.
- Ability to build NDIS participant and family capacity to understand and navigate service systems.
- Proven experience in providing expert advice and consultation to NDIS participants and their families on the changing NDIS environment.
- Computer literacy in word processing, database, internet and email software.
- Excellent communication skills, including advocacy and report writing skills.
- Sound working knowledge of recovery-orientated practice.

Benefits:

- *Competitive salary with salary sacrifice options.*
- *Family friendly environment with flexible work options.*
- *Career development and training.*
- *Excellent employment conditions.*



We believe in our workforce getting the work – life balance right. We offer flexible work options and we invest in our workforce's professional development. Over 92% of staff and volunteers proud to tell people they work with us and over 96% understanding how their work benefits our clients and the community.

This is an identified Indigenous position. Aboriginality is a genuine occupational qualification and is authorised in Section 14(d) of the Anti-Discrimination Act 1977 (NSW).

The successful candidate must undergo a National Police Clearance prior to commencement. As an EEO employer we welcome applications from people of NESB and Aboriginal and Torres Strait Islander backgrounds.

To obtain an information pack visit <http://3bridges.org.au/about-us/people/careers/>

For further details please contact **Sharlene McKenzie on 1300 327 434.**

Please forward applications to employment@3bridges.org.au

Applicants must address the selection criteria above. Applicants who forward resume without addressing the essential criteria will not be considered.

APPLICATIONS CLOSE : 22 February 2019



JOB DESCRIPTION:

Aboriginal Support Coordinator/ Complex Case Manager

POSITION DETAILS

Responsible to:	Manager, Aboriginal Services
Responsible for:	Establishing a positive collaborative relationship with the person and their support network and assist the person to identify, link with and coordinate support to link with local communities, build skills, overcome barriers and achieve goals.
Objective:	<p>Support Aboriginal NDIS participants to build capacity to coordinate their NDIS plans, negotiate appropriate support and services, and connect with community support and mainstream services.</p> <p>Ensure support coordination is completed as per agreed work schedule and claims for payment are regularly lodged.</p> <p>Case Management of young Aboriginal and Torres Strait Islander youth with complex needs.</p>
Direct reports:	Nil
Indirect reports:	Nil
Location:	Multiple sites in South Eastern Sydney with the main office being at Hurstville, NSW (St George Region)
Award:	<u>Social, Community, Home Care and Disability Services Industry Award (SCHCADS Award)</u>
Level:	Level 5
Hours per week:	Flexible

SELECTION CRITERIA

Mandatory qualifications

- Current drivers' license.
- Valid working with Children Check clearance.
- Criminal history clearance.
- Current drivers' license and access to a comprehensively insured vehicle.

Aboriginality is a requirement for this role.



Essential experience or skills

- Aboriginality
- Strong understanding of the NDIS and the role of an NDIS Support Coordinator.
- Experience in Complex Case Management.
- Experience working with Young People.
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- Proven experience in building and maintaining professional, client-focused relationships with stakeholders.
- Creative thinker with the ability to negotiate mutually beneficial partnerships.
- Proven experience in creating increased opportunities for people with a lived experience of a mental health issue to be connected in local communities.
- Ability to build NDIS participant and family capacity to understand and navigate service systems.
- Proven experience in providing expert advice and consultation to NDIS participants and their families on the changing NDIS environment.
- Computer literacy in word processing, database, internet and email software.
- Excellent communication skills, including advocacy and report writing skills.
- Sound working knowledge of recovery-orientated practice.

Preferred:

- Tertiary Qualifications in Social Work, Health, Community Service or a relevant field.
- Strong administration skills and at least 3 years' relevant community services experience.
- Demonstrated experience with facilitating multi-disciplinary coordinated planning where multiple providers work together to wrap-around services.
- Demonstrated experience working with (including intake, assessment, coordination, planning and assisted referral) people with housing issues.

PERSONAL ATTRIBUTES

- Work independently, and as part of a team
- Think creatively to solve problems.
- Have excellent time management and delegation skills.



KEY RESPONSIBILITIES

- Be able to effectively utilise NDIS packages by using their knowledge of the NDIS, the service system, being assertive, and 'making things happen'.
- Support Aboriginal and Torres Strait Islander young people to navigate systems and create support frameworks to meet their needs.
- Navigate, influence and negotiate with public sector and community based service systems for the delivery of appropriate supports in accordance with NDIS plans.
- Ensure that support responses focus on participant goals and objectives.
- Liaise with and report as required by NDIA in relation to NDIS participants and their plans.
- Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects.
- Deliver services and supports with a high level of customer service.
- Support NDIS participants, families and carers to develop resilience in the NDIS participant's network.

ORGANISATIONAL RESPONSIBILITIES

- Active and efficient member of the team.
- Provide input to the Strategic directions for the organisation and oversee implementation of relevant components.
- Ensure that Quality Assurance and Quality Management Standards are incorporated into service delivery.
- Maintain an understanding of community/client needs and engage in planning, strategic direction setting and implementation of new directions.
- Support manager to collect information required for reporting and planning, implementation and preparing of reports.
- Support organisational and service promotion.
- Decision-making, reporting and other responsibilities within agreed delegations, in relation to services and programs.
- Operate within the Quality Management System, Procedures and Manual

ORGANISATIONAL VALUES

The following corporate values and behaviours underpin the working environment at 3Bridges Community and assist us in delivering our vision:

Values	Behaviours
VIBRANT by being energetic and engaging.	<ul style="list-style-type: none"> • Seeking opportunities to do better. • Building inclusive relationships. • Learning and growing with our community.



Values	Behaviours
OPENNESS by being welcoming, honest and transparent.	<ul style="list-style-type: none"> • Open in sharing knowledge and information. • Open to new ideas and ways of working. • Integrity in all we do.
INNOVATION in driving new ideas, opportunities to build a better community.	<ul style="list-style-type: none"> • Advocating for the community. • Leading change. • Continually improving
COLLABORATION by embracing new ideas, teamwork and partnerships.	<ul style="list-style-type: none"> • Working as a team. • Delivering valued services for our community. • Respecting differences.
EXCELLENCE through being recognised as leaders in the community.	<ul style="list-style-type: none"> • Striving to be the best we can. • Quality is a part of everything we do. • Professional performance.

BACKGROUND CHECKS

- Working with Children Check – Yes
- Police Criminal History Check – Yes

ORGANISATIONAL STANDARDS AND EXPECTATIONS

- Behaviour and Code of Conduct
- Privacy and Confidentiality Agreement
- Organisational policies and procedures
- Decision making and delegation matrix.
- Quality management System, Procedures and Manual.
- Aspire to and support the organisational values and vision.
- 3Bridges Community strategic plan.
- Home Care Standards and Disability Service Standards.

RELATED DOCUMENTS

- Contract of employment
- Key performance indicators

Approved:

Chief Executive Officer – Feb 2019



Agreement

I, _____, have read and understand my obligations as outlined in this position description.

I agree to abide by the 3Bridges Community's Code of Conduct and Behaviour, Privacy and Confidentiality Agreement and Work Health and Safety Policies and Procedures.

Name : _____

Signature : _____

Date: _____

*A signed copy of this position description must be returned to the **Coordinator HR, WHS and QA**.*



About 3Bridges Community

We are an independent community organisation established to support vulnerable people. We have been supporting the South Eastern Sydney community for almost 40 years.

Our organisation is registered as a charity with the Australian Charities and Not-for-profits Commission ABN 96039601269. We are overseen by a volunteer board of directors.

We exist to:

- serve as a focal point for the provision of services targeting the most disadvantaged people in the community to relieve suffering, distress, misfortune, destitution or helplessness;
- assist and support families and individuals in our community to manage the challenges in their lives through the provision of services including case management, crisis intervention, counselling, childcare and a broad range of ongoing support services;
- stimulate community development.

Our scope of operations include:

- Early intervention and prevention programs for young isolated mothers and youth aged 12 to 18 and their families.
- Before and After School and Vacation Care services for school aged children located at 8 sites within schools and a community centre.
- Training services to increase capacity in the sector and community.
- Pathways to employment and social enterprises such as our home building service which helps people stay at home through home modifications.
- Social cohesion programs aimed to reduce isolation and enhance the quality of life for young adults with a disability and volunteer options
- Positive and Healthy Ageing centres, respite care, carers support, home care for the elderly and people with a disability.

Our services are delivered around a people and place (placed based) philosophy with community centres acting as community hubs within neighbourhoods offering a wide range of services.

We believe placed based service delivery is the key to building social capital in communities and play an important role in strengthening communities, generating social wellbeing and connection.

We have a strong presence and reputation in South Eastern Sydney and are supported by:

- 230 community services staff (70% women)
- 340 active and passionate volunteers (70% over 60 years of age)
- trust through funding from numerous state and federal organisations to deliver critical services to vulnerable people
- strong social enterprises that allow us to increase our impact with more resources
- \$17m in annual income

We value excellence and our QMS certification represents quality, reliability and continual improvement.

In 2018 we were awarded the ACASA Innovation in Service or Design Award (NSW/ACT) for our efforts in improving the lives of older Australians.



In 2017 we were awarded innovation funding by the Department of Health to trial a new service model for carers and people living with dementia.

We are an accredited disability services organisation, aged care provider, targeted earlier intervention provider, Registered Training Organisation (RTO) and volunteer organisation (Volunteer Link).

We are also a Centrelink approved provider, JobActive accredited support organisation and provider of a broad range of intervention programs for vulnerable people.

We are the largest provider of school aged care to children and families in the region with over 1,200 children cared for each week.

We have an established and effective Aboriginal and Torres Strait Islander engagement capacity and over 30% of our service offerings are geared towards CALD communities

Our Vision

People living in connected and enriched communities.

Our aspiration

To be an innovative leader and trusted partner working with community, business and government to deliver sustainable services that enhance community capacity.

Our purpose

To give the community VOICE by:

1. Enriching lives (community relationships & purpose).
2. Making connections (no one needs to be alone).
3. Walking alongside (life changes and transitions).

Our front line service delivery will be within this region with our community services focusing on:

- Aged and Frail
- Family and Carers
- Children and Youth

3Bridges Community is a registered charity with the Australian Charities and Not-for-Profit Commission ABN 96039601269

Our focus



Why more people would like to work with us

As an employer, we offer a wide range of flexible and "family friendly" working arrangements, aimed at creating an inclusive working environment in which all employees are able to achieve a healthy work/life balance. We also offer a competitive salary packaging program aimed at increasing the take home pay for permanent employees.

What our employees say about us

Our most recent confidential staff and volunteer culture survey found:

- 92.4% of our staff and volunteers are proud to tell others they work or volunteer with us
- 97% of staff and volunteers understand how their work or volunteering benefits the community

Salary packaging

General packaging

3Bridges Community utilises its fringe benefit tax exempt status to provide remuneration packaging for eligible team members (permanent or fixed term employees). The premise of Salary Packaging is simple: reduce an employee's annual tax liabilities so that their disposable income is increased. This includes up to the maximum limit allowable under current fringe benefits tax legislation (currently set at \$30,000 grossed up) may be packaged as fringe (non-cash) benefits.

Dining out expenses

In addition, staff can access a Meal Entertainment Card which allows employees to set aside money from each pay to put exclusively towards dining out. This money is transferred to your card before it's subjected to income tax, so it effectively grants you tax free dining. Best of all, this benefit is available over and above the \$16,050 Salary Packaging threshold for 3Bridges Community permanent or fixed term employees. You can use your Meal Entertainment Card to pay at any restaurant, café, hotel, take away outlet with a dine-in facility or for meals provided by a caterer (such as wedding receptions or parties) where Visa is accepted.

Venue hire

3Bridges Community employees are also able to salary package accommodation and venue hire expenses in addition to general salary packaging. Employees can salary package the cost of holiday accommodation. It can be anything from an overnight stay to **accommodation** during a three month European holiday that you can package Tax Free without affecting what you normally Salary Package. It doesn't matter whether you stay in a caravan, cabin, motel, bed & breakfast or hotel. More details can be found at racvsalarysolutions.com.au.

Family Friendly Policies

Achieving Balance through Flexible Working Arrangements.

3Bridges Community is committed to providing fair and flexible conditions to staff, understanding that we all need to balance a range of activities and roles in our lives. We offer family friendly policies for individuals that need increased flexibility, through leave and working conditions. These provide a basis for discussion and negotiation when family situations need more flexible work arrangements such as fractional and part-time employment, rostered days office, time in lieu and more.

The following policies and procedures recognise that the provision of flexible work options is linked to enhanced organisational capabilities.

Rostered Days Off (RDO)

As part of 3Bridges Community's flexible approach to working conditions permanent full time employees have access to rostered days off. Full-time 38 hour a week permanent workers are offered the opportunity to work an eight hour day in order to accumulate one rostered day off per four week cycle.

Time in lieu



By mutual agreement, an employee may be compensated by way of time off instead of payment of overtime (time for time) within three (3) months of it being accrued. This allows employees to attend personal commitments during traditional working hours.

Study Leave

Ongoing education of employees is valued by *3Bridges Community* to support continuous improvement of service provision and career development. Employees can access up to 5 days per annum for approved training and development programs.

Maternity & parental leave

Our maternity leave provisions allow our employees to access parental leave when a child is born or adopted. Parental leave entitlements include maternity leave, paternity and partner leave, adoption leave, special maternity leave, a safe job and no safe job leave and a right to return to old job.

Variation to traditional office hours

Variation to traditional working hours will depend on the nature of the role and service commitments. An employee may be able to vary start and finish times by negotiating flexible working hours with their Manager.

Working from home

Our Working From Home Policy and procedures provides for casual / adhoc working from home arrangements where work traditionally performed in the work place may be carried out at home.

Part time options

A large percentage of our work force are employed on part time basis. This allows employees to manage their caring or parenting obligations more effectively.

Child Care

3Bridges Community operate both before and after school care as well as, vacation care across 5 sites in the St George and Inner West Region. Staff are able to access these services and bookings (subject to availability) can be made on a full-time or part-time basis.

Employees with disabilities and carer's responsibilities

3Bridges Community is a strong advocate for and supporter of job applicants or employees who have a disability, an illness or responsibility for the care of a family member. We assist employees to fulfil their carer's responsibilities by making reasonable adjustments to their working arrangements.

Leave Purchase Scheme

Full time employees are able to participate in a purchase leave program to achieve a work / life balance. Employees may apply purchase either 10 days (2 weeks) or 20 days (4 weeks) additional annual leave in a 12 month period.

NAIDOC Week

All Aboriginal or Torres Strait Islander employees are entitled to one day off during NAIDOC Week to celebrate.

