

# Mental Health Foundation (ACT)

## Position Description

<b>Position Title</b>	Support Coordinator / Recovery Coach
<b>Reports to</b>	Operations Supervisor
<b>Roles Reporting to this Role</b>	Nil
<b>Key Relationships</b>	Administration Support: Lifestyle Support Workers; Business Development Manager; External Stakeholders
<b>Location</b>	Remote flexibility
<b>Terms</b>	Casual

## Objectives of this Position

This position will support NDIS participants with the coordination of the services they require to meet their plan goals. They will liaise between the participants and potential service providers and give advice and make connections to ensure participants have ample choice of providers to meet their individual needs.

## Qualifications and Skills

### Non-Negotiable Qualifications and Skills

- A minimum of Certificate IV in Disability, Social Work or Mental Health.
- Highly developed written, verbal, interpersonal and service collaboration skills.
- Literacy with information and communication technology systems.

### Nice to have Qualifications and Skills

- Demonstrated awareness of consumer advocacy and empowerment issues.
- Substantial knowledge, skills and experience relevant to mental health support.
- Knowledge of suicide assessment process and appropriate intervention strategies.

## Experience

### Non-Negotiable Experience

- 5+ years experience working with NDIS participants, NDIS service providers and using the NDIS portal.

### Nice to have Experience

- Experience in managing aggressive communication.

This role may involve working from home, so access to suitable computer equipment and internet will be required.

## Main Responsibilities

This role will see you:

- Provide direct service delivery to NDIS participants through a holistic approach involving carers, NDIS and service providers as required

- Identify and report significant and notable changes in the needs of participants and participate in reviews of Individual Recovery Plans
- Keep accurate and timely records of contact with participants including but not limited to documentation of intake assessment procedures, referrals, NDIS claims sheets and incident reports
- Facilitate supported decision making
- Promote MHF with all relevant stakeholders in line with MHF's current Strategic Plan
- Work as a member of the team sharing relevant knowledge and experience with others
- Other duties as required from time to time

## Conditions

- All employees of MHF, whether paid or unpaid are required to abide by MHF's Code of Conduct
- All employees of MHF, whether paid or unpaid are required to hold a current ACT Working with Vulnerable People Card with a National Disability Insurance Scheme Worker Screening check.

## Acknowledgement

I, **<Name>** acknowledge that I have read and understand the contents of this Position Description and:

- Confirm I have the relevant qualifications, skills and experience set out as non-negotiables
- Confirm I have read the MHF Code of Conduct and agree to abide with its content

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Name

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Signature

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Date