

POSITION DESCRIPTION

POSITION TITLE:	Psychosocial Recovery Coach / Support Coordinator
REPORTS TO:	Director
DATE:	April 2025

PRIMARY PURPOSE OF POSITION:

Support coordination helps a National Disability Insurance Scheme (NDIS) participant to make the best use of the supports in their NDIS plan. Support coordination is a capacity building support which assists a participant to understand and use their NDIS plan to pursue their goals; connect with NDIS providers, community and mainstream and other government services; and build confidence and skills to use and coordinate supports.

Psychosocial recovery coaching helps NDIS participants with a psychosocial disability to increase their independence, and social and economic participation as well as take control of their life and manage the complex challenges of daily living. A Psychosocial Recovery Coach will do everything a Support Coordinator does but with the addition of a psychosocial recovery-focused support. Psychosocial recovery coaches have an in-depth knowledge of mental health and/or lived experience with a psychosocial condition.

RESPONSIBILITIES:

Support Coordinator:

- Onboarding participants to Chrysalis Collective for support coordination/psychosocial recovery coaching services.
- Meeting with participants and/or their supports in their home or in the community and implement the participant's NDIS plan. This involves:
 - Educating and assisting participants and/or their supports to understand and use their NDIS plan to pursue their goals.
 - Providing education and resources in relation to NDIS, mainstream and community services and schemes on offer.
 - Connecting participants with NDIS providers, community and mainstream and other government services.
 - Building participants and/or their supports confidence and skills to use and coordinate supports.
 - Conducting person-centred planning; individual risk assessment and emergency and disaster management planning.
 - Procuring consumables and assistive technology.
 - Prospecting suitable Supported Independent Living (SIL) / Specialised Disability Accommodation (SDA) / Short Term Accommodation (STA) options.
 - Setting up service provider accounts.
 - Completing written referrals for service to support providers.
 - Drafting and forecasting participants NDIS budgets for the entire/remainder of their plan period.
- Regularly check in with participants and their supports to see how they are going achieving their goals and how their services and supports are performing.
- Reviewing monthly budget reports to ensure participants NDIS budgets are tracking as expected.
- Investigating anomalies identified as part of budget reviews and assisting participants to resolve with service providers.
- Collaborating with internal and external stakeholders.
- Reporting progress to the NDIS.
- Managing service provider/NDIS complaints.
- Assisting participants and/or their supports to complete and submit as required: Request a Review of a Decision; and Change of Situation/Details.
- Coordinating evidence, and preparing and submitting plan review reports in collaboration with participants, their supports and service providers.
- Supporting participants and/or their supports to undertake plan review meetings/discussions.

Psychosocial Recovery Coach (in addition to above):

- Coaching to build on strengths, knowledge, skills, resilience and decision-making.
- Psychosocial Recovery Planning.
- Suicide Prevention Planning.

All employee's responsibilities:

- Developing collaborative relationships with internal and external stakeholders.
- Attending monthly team meetings.
- Participation in regular training or networking events.
- Maintaining accurate records and filing systems.
- Maintaining high quality case notes and accurate billing records.
- Assisting to ensure documentation and files are up to date and meet audit requirements.
- Complying with organisation policies and procedures including human resources, workplace health and safety, risk management, business continuity, quality and environmental duties.

PERFORMANCE MEASURES:

- Demonstrated high level of interpersonal, verbal and written communications skills
- Demonstrated high level of problem-solving skills
- Demonstrated ability to work independently and exercise initiative
- Demonstrated excellent time management skills and the ability to meet Key Performance Indicators (KPIs)
- Demonstrated ability to work collaboratively within a team environment
- Commitment to providing a client focused service in a timely, consistent, co-ordinated and flexible manner
- Demonstrated knowledge of ongoing issues that living with a disability presents at various life stages

EDUCATION / QUALIFICATIONS

Essential:	Desirable:
<ul style="list-style-type: none"> • Relevant qualifications in Disability, Mental Health or Allied Health Professional fields or equivalent experience • Provide First Aid • Provide basic emergency life support • Provide cardiopulmonary resuscitation 	<ul style="list-style-type: none"> • Mental Health First Aid

SKILLS / KNOWLEDGE / EXPERIENCE

- Substantial experience as a Support Coordinator, Psychosocial Recovery Coach and/or Local Area Coordinator
- Familiarity with psychosocial disabilities
- Completion of NDIS Mandatory Training – 'Worker Orientation Module – Quality, Safety and You' and 'New Worker NDIS Induction Module'
- Intermediate proficiency in Microsoft Office 365 particularly Word, Excel, Outlook and MS Teams
- Sound skills in IT and office equipment operation

LICENCES / CLEARANCES / REQUIREMENTS

- BYO laptop (with appropriate virus and malware protection e.g. Norton 360), printer and scanner
- Ergonomic and private home office set up
- Reliable smart phone with sufficient mobile coverage
- Sufficient home internet access
- NDIS worker screening clearance
- Working with Children Card
- National police check less than 3 months old
- Queensland driver's licence
- Own reliable vehicle comprehensively insured

WHAT WE OFFER:

<ul style="list-style-type: none"> • Casual employment paying above award rates with the possibility to convert to permanent after 12 months or prior subject to performance and KPIs being met. • Your hours will grow with your caseload – this won't take long if you are the right person! • Superannuation • WorkCover • QLeave • Kilometre reimbursement • Microsoft Office 365 subscription • Astalby software access 	<ul style="list-style-type: none"> • Telstra network sim card and automatic monthly recharge • Basic stationery and printer ink reimbursement • Flexible working hours • Autonomy of role • A great work culture • Regular social opportunities and team meetings • Work from home • Christmas and New Years off! • Mentoring and ongoing training • Networking opportunities
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