

Specialist Support Coordinator - Disability

Position description

About the role

The Specialist Support Coordinator - Disability is responsible for supporting NDIS participants living in residential aged care (RAC) to learn about and explore options for moving out of RAC into the community. The Specialist Support Coordinator - Disability will explore the unique barriers that prevent individuals from leaving RAC and support each individual to overcome these barriers through the provision of expert assistance and support.

Since the introduction of the NDIS, housing for people with disability has changed to a market based system and people with disability have choice and control over where they live and who they live with. This role is focused on home and living supports within the NDIS, and includes supporting a person to explore housing options, gather evidence, review the evidence and develop quality documentation for funding of housing supports. The role of the Specialist Support Coordinator - Disability will be to provide expert support at every step of the participant's housing journey, including writing high quality evidence to be submitted to the NDIA.

The role works with people with high and complex disability needs and their family members, their support coordinators, aged care facilities and other community supports.

The role will be required to work flexibly across the Specialist Services division on an as needed basis, including providing support to the Hospital to Home and Home and Living Specialist services.

About Housing Hub

The Housing Hub was created in 2017 with a goal to support people with disability to find suitable and quality housing, and to support the efficient operation of the disability housing market. The Housing Hub was created as an initiative of the Summer Foundation and now operates under a social enterprise model.

Thousands of properties across Australia are currently listed on the Housing Hub website, making it easier for housing seekers to find the right home. Finding the right home can be a long and complicated process, so we've created an online community where housing seekers and housing providers work together to develop a market where people with disability enjoy choice and control.

The Housing Hub consists of several teams who support the Housing Hub website, assist NDIS participants to achieve great home and living outcomes, provide training and capacity building for people with disability and stakeholders working within the NDIS, develop resources and videos, and provide information and market data. We are passionate about supporting people with disability to live a life of dignity in the way they choose.

About the team

The Specialist Services division is responsible for:

- Working alongside NDIS participants, their supporters and existing Support Coordinators to provide targeted assistance with a range of home and living supports
- Working with NDIS participants who are currently living in residential aged care and would like to move into age appropriate housing that meets their needs and preferences
- Supporting NDIS participants who are medically ready for discharge and who have become stuck in

hospital due to a housing related barrier, assisting them to discharge into safe and appropriate housing that meets their needs and preferences (our Hospital to Home service)

- Providing expert support to create high quality evidence to support NDIS applications
- Providing clinical governance support for all Housing Hub teams who support NDIS participants to achieve outstanding Home and Living outcomes (our Home and Living teams), ensuring that employees have expert assistance to resolve complex client scenarios, and receive appropriate mentoring and development
- Providing a centralised intake and administrative support function for all Home and Living teams

Our workplace

We have teams working all across Australia, however our head office is located in Box Hill, Victoria.

Click [here](#) to meet some of our teams. We are dedicated to providing a supportive, rewarding and collaborative work environment that enables us to deliver high quality services and positive outcomes.

If you're looking for a career where you can be a part of social change, work collaboratively with passionate people, and have real opportunities for professional development, we encourage you to join our team.

Housing Hub has flexible, inclusive and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Specialist Support Coordinator - Disability
Team	Housing Hub Social Enterprise
Direct reports	None
Reports to	Aged Care to Home Services Lead
Status	Fixed term contract until 27th June 2025, full-time or agreed part-time
Award Classification	Level 4. \$86,148 - \$92,692 + superannuation for 1.0 FTE (part time will be prorated). Award range for level 4 is \$82,046 - \$88,278 + superannuation for 1.0FTE. Housing Hub is a Public Benevolent Institution which attracts salary packaging benefits
Location	Can be located in either Brisbane, Gold Coast or the Sunshine Coast Queensland
Last updated	March 2024

Key responsibilities

Service delivery

- Meet with clients and support them to understand the housing related supports within their NDIS plan
- Organise relevant meetings with clients, their family members/supporters and other stakeholders
- Support people to find suitable housing aligned with their needs and preferences, including accompanying clients to look at alternative housing options

- Review documentation related to eligibility for home and living supports, identify gaps that may exist in the evidence and work with stakeholders to close identified gaps
- Provide support and advice to relevant stakeholders in relation to the development of evidence for NDIS participants relating to housing related funding
- Develop high quality documentation in relation to eligibility for funding of supports
- Collate evidence to present to the NDIA for determination of home and living supports, including SDA and surrounding supports (assistive technology, OOA etc)
- Support participants to submit evidence through NDIS processes and follow up where required, ensuring adherence to relevant timeframes
- Support participants through the process of reviews and appeals where required
- Support participants to apply for and fulfil tenancy obligations
- Ensure all services and activities comply with clinical practice guidelines and policies

Quality assurance

- Ensure that accurate case notes are maintained
- Ensure that templates and documentation are completed and maintained to a high standard
- Ensure that time is recorded consistent with our guidelines for service delivery and that individual output and effectiveness meets key performance indicators

Relationship building

- Establish trust and rapport with NDIS participants, their families and supporters
- Establish strong working relationships with Support Coordinators, RAC employees and other stakeholders supporting participants referred to the service
- Support the establishment and maintenance of effective referral networks

Subject matter expertise

- Maintain an expert understanding of eligibility for NDIS home and living supports
- Maintain expert knowledge of NDIS legislation, NDIA policy and practice
- Maintain expert knowledge of the accessible housing market.
- Provide participants, their families and supporters with up-to-date information on eligibility

General

- Other duties as requested by the RAC Services Lead
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs
- Employment subject to COVID19 Vaccination and National Criminal History check or NDIS Workers Screening Check

Qualifications, skills and experience

Qualifications

- Extensive experience working in disability, health, housing or social services sector
- Desirable: an undergraduate allied health degree or qualification in disability studies

Skills and experience

- Experience working with people with disability and complex needs, particularly people in hospital, disability housing, residential aged care or at risk of being forced to live inappropriately in aged care
- Experience in facilitating complex discussions with multiple stakeholders to reach an outcome

- Highly developed knowledge of NDIS, its framework, structure and practice
- Expert knowledge of home and living supports within the NDIS
- Expert knowledge of the accessible housing market, including SDA, SIL, ILO, mainstream, community and social housing options suitable for people with disability
- Previous experience in NDIS services, support coordination or allied health (desired)
- Ability to work autonomously and within a collaborative team based in different geographical locations
- Commitment to working ethically and supporting choice and control for people with disability
- Exceptional problem solving abilities
- Confident building relationships within the sector
- Excellent verbal, written and presentation skills
- Organised and able to meet deadlines
- Adaptable to changing environments

Housing Hub principles

The Housing Hub's principles include:

People with disability are at the centre of everything we do.

We seek social change by leading in our sector to build sustainable and innovative products that facilitate people with disability choosing where, how and who to live with.

We build the confidence of the sectors we operate in through collaboration, capacity building and housing solutions. We constantly reinvent best practice.

Our work is aligned to our evidence base and approach.

Our team has courage, fails fast and approaches problems with curiosity to achieve our vision.

Policies

All employees must comply with the Housing Hub policies as communicated to them. These policies form part of the contract of employment with Housing Hub and therefore must be read and understood by employees to ensure they are aware of their responsibilities as an employee of Housing Hub.

Agreement and acceptance

Signed:

Employee

Dated

Signed:

Manager

Dated