

## Position Description: NDIS Psychosocial Recovery Coach / Support Coordinator

### Position Details

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**Position Title:** NDIS Psychosocial Recovery Coach /Support Coordinator

**Classification:** SCHCADS Level 4

**Location:** Mentis Assist Mornington (or other locations as directed)

**Time Fraction:** Full time

**Contract Detail:** Ongoing subject to funding

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### Organisation Overview

Mentis Assist is a not-for-profit mental health service and National Disability Insurance Scheme (NDIS) provider that supports people with severe and enduring mental illness and psychiatric disabilities. Mentis assists people to recognise their values, strengths and goals, with an emphasis on improving health and wellbeing, independence, social participation and enhancing meaningful relationships with significant others.

Mentis was established in 1987 and has evolved significantly to become a leader in the areas of delivering flexible support packages tailored to the individual using strengths-based, recovery-orientated practice, quality and evidenced based service provision.

Mentis strives to provide opportunity for people living with mental illness to enjoy a meaningful life by strengthening self-identity, personal responsibility and hope. Our vision is for optimum personal recovery and wellbeing. We believe that recovery-orientated practice is a partnership where the person with the lived experience is the expert in their recovery. Our staff bring their understanding and expertise to support this journey.

### Conditions of Employment

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- In accordance with the conditions specified in the Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 and the Mentis Assist Enterprise Agreement (2018)
- Generous Salary Packaging tax exempt benefits in accordance with Mentis Assist policies and ATO guidelines
- Satisfactory pre-employment screening checks including National Police Check, Safety Screening Statutory Declaration, International Police Check/Statutory Declaration (if required), Working with Children Check, Qualification Check, NDIS Worker Check, and Employment History and Referee Check.
- Full COVID-19 vaccination
- Mentis encourages people with a disability to apply and encourages full disclosure of illness or disability.
- Mentis Assist is a smoke free workplace
- Right to work in Australia

## Qualifications and Requirements

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The work of psychosocial recovery coaches requires lived and/or learnt experience. Recovery coaches must have:

- Tertiary qualifications in peer work or mental health (minimum of Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health) or equivalent tertiary training; and/or a minimum two years of experience in mental health-related work.
- Current Victorian Driver's License and ability to undertake travel as required
- Current First Aid and CPR credential
- Current Police and Working With Children Checks
- NDIS Worker Check
- Evidence of complete COVID-19 vaccination
- Mentis Assist has a strong commitment to participation of people with lived experience of mental illness in our workforce. We invite qualified people with lived experience of mental health issues to apply. We also welcome diversity in the workplace and invite people from other communities to apply. Suitably qualified Aboriginal or Torres Strait Islander applicants will be highly regarded

## Position Overview

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This role combines the duties and responsibilities of an NDIS Recovery Coach and an NDIS Support Coordinator in order to provide a responsive service to NDIS clients experiencing a psychosocial disability according to their NDIS Plan. Key to the role is supporting and enhancing a client's choice and control over the supports they receive. The split of duties will depend upon the composition of a worker's case load and can change over time. Both sets of duties involve assisting participants to build capacity and their resilience to make decisions and choices about the implementation of all the supports they receive from a range of providers under their NDIS plan. Recovery Coach/Support Coordinators work collaboratively with participants, families, carers and other services to identify, plan design, and coordinate NDIS supports. The position sits separately from other Mentis Assist NDIS service supports in order to assure that no conflict of interest issues arise.

## Line Manager

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Reports to Team Leader - Support Coordination

## Key Accountabilities and Duties

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### Self and Workplace

- Contribute to a healthy and safe workplace
- Take care of your own health and safety and understand the responsibilities and accountabilities to yourself and others in accordance with WH&S legislation, internal policies and promote a working environment that is congruent with those guidelines
- Acknowledge, appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Mentis Assist's continuing success
- Understand responsibilities and accountabilities to yourself and others in accordance with the Victorian Charter of Human Rights and Responsibilities Act 2006 (Vic.)
- Abide by Mentis Assist Privacy policy and guidelines
- Ensure all organisational and administrative reporting and accountabilities are completed accurately and in a timely manner.

## Recovery Coaching/Support Coordination

- Contact the client as soon as possible after the handover with the NDIS planner, ideally within 2 days and meet with the client within 5 days
- Support clients and carers to understand their NDIS plan, goals and objectives
- Coordinate the supports in an individuals' NDIS plan:
  - Research, coordinate and manage complex and intersecting supports to suit individual needs across multiple providers, while ensuring client choice and control
  - Work with mainstream service providers including negotiating services and prices to ensure maximum value for money is achieved and service obligations are met
- Support clients to build their capacity, resilience and networks with the aim of greater choice and control and independence in managing their personal choices
- Work with clients and their carer(s)/ family/ plan nominees, to access and navigate the My Place portal to establish service bookings and service agreements
- Arrange any assessments needed to determine the nature and type of funding required
- Decide the budget for each support type and advise any relevant plan manager of the breakdown of funds
- Liaise with plan managers and/or NDIS to establish the appropriate claim categories and attribute funds accordingly
- Assist clients to prepare for plan reviews by helping them assess whether they achieved their goals and got value for money for their plan, identify solutions to problems experienced in implementing the plan, and to consider new goals
- Assist clients to communicate with the NDIA when required to support their own plan requirements
- Resolve any crisis situations, ensuring that the client's best interests and resilience are supported.

## Recovery Coach

- Developing a recovery-enabling relationship
- Supporting participants' engagement with the NDIS
- Coaching to increase recovery skills and personal capacity, including motivation, strengths, resilience and decision-making
- Supporting participants with their recovery planning
- Collaborating with the broader system of supports.
- Support clients to develop, implement, monitor and adjust a personal recovery plan (Recovery Co

## Operational

- Ensure the completion of NDIS Participant Service Agreements and other appropriate documentation within the initial assessment as required
- Ensure PRODA Service Bookings are completed for each client
- Maintain documentation to demonstrate that service procedures are followed
- Monitor and report client outcomes to the NDIA through progress reports
- Actively participate in the development, implementation, monitoring, regular review and reporting of client programs with providers including determining risk and preparing assessments, review client records and understand individual needs, review client goals and measure individual progress and document outcomes
- Promote Mentis Assist as an NDIS Support Coordination and Psychosocial Recovery Coach provider to participants and other stakeholders

## Underpinning Knowledge

- Sound knowledge of mental health diagnoses and symptoms, treatments, medications ,interventions, regional mental health and allied health providers
- Sound understanding of the causes of stigma and barriers faced by those with mental ill health
- Working knowledge of the service support providers including mainstream, community based, and specialist supports and the ability to navigate through the mental health support system
- Specialist knowledge of recovery oriented practice
- Desired: Sound knowledge and understanding of dual diagnoses, including alcohol and other drugs, ABI, physical and intellectual disability

## Finance and Performance

- Ensure all service expenditure has approval in line with Mentis Assist's Delegation Schedule policy and guidelines
- Ensure that the Support Coordination component in client's NDIS plans are implemented in line with NDIA frameworks
- Ensure that the Recovery Coach component in a client's NDIS plan are implemented in line with NDIA frameworks
- Ensuring that NDIS Plans are tracked and reviewed 3 months prior to the end of the Plan
- Continually monitor billable hours associated with Support Coordination or Recovery Coaching service delivery

## Professional Development

- Participate in fortnightly supervision with the Team Leader
- Undertake annual performance appraisals with the Team Leader and the Services Manager and develop and implement own professional development plans
- Actively take part in training and skill building opportunities.

## Other Duties

- Conduct other duties as directed.

## Key Selection Criteria

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1. Qualifications and requirements as noted above
2. Good practical and theoretical knowledge of working with people with severe and enduring mental health issues along with complex and multiple care needs, including the ability to undertake risk assessments and provide plans to mitigate risk.
3. Demonstrated skills and knowledge in the area of planning, implementing, reviewing and evaluating effective service plans
4. Demonstrated ability to work within a recovery model and a client focused environment to build client capacity and provide choice and control to manage their service plans
5. Demonstrated ability to manage several complex cases concurrently, with an emphasis on client recovery and life goals
6. Possession of good knowledge of local service providers, both specialist and mainstream, and the ability to search and source services to meet participant goals
7. Demonstrated ability to work as an effective and collaborative team member, including demonstration of a high level of professional and ethical behaviour within an organisational setting.
8. Demonstrated ability to work autonomously and with flexibility including managing competing priorities, using initiative to problem solve and manage own workload.
9. Demonstrated ability to identify, collate, measure and report on outcomes

## Acknowledgment for Receipt of Position Description

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I have received a copy of the Position Description and have read and understand its contents. I understand that this Position Description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience.

Name: *(please print)* \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_