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Position Description

Position Title:	Support Facilitator	Date:	August 2023
Function:	Service Delivery	Reports to:	Service Delivery Manager

Position Purpose
Responsible for information and planning process for people with needs, ensuring they are engaged with the right services and support at the right time. Ensuring that the right outcomes are being achieved for clients and their family / whānau.

Key Accountabilities	Activities/Expected Results
Assessment and information gathering	Provide professional client services as allocated from the following inventory: • Provide professional support needs assessments / reassessments according to contract service specifications, guidelines and agreed internal process. • Identify and prioritise client support needs whilst educating client on user driven process. • Conduct self-assessment validations, guided assessments and in person assessments as identified in the Pathways process. • Discuss with client/family information pertaining to privacy, Code of Rights and all other relevant legislation and compliance requirements. • Engage all relevant parties in the needs assessment as required.
Planning and Coordination	Provide professional client services as allocated from the following inventory: • Create explore options / consult and agree support package in collaboration with client within decision framework. • Develop risk management plans for clients /families who present a risk to themselves or others. • Contingency planning in collaboration with client. • Determine the Support Package Allocation Band (SPA band). • Collaborate with relevant parties as required to ensure all parties have a common understanding of the needs/goals of the client and are working together to achieve these. • Support service call and adjust support plan as needed.

	• Maintain high quality documentation and recording in line with documented processes and practice. • Authorise and coordinate access to funded and non-funded disability or personal health support.
Other Client Services	• Provide information that connects clients with services in the community. • Attend meetings with clients and families / whanau and act as client support. • Coordinate outcomes on behalf of clients. • Undertake case management as allocated.
Review of Support Packages	Provide professional client services as allocated from the following inventory: • Review Support Plans and the SPA band, with client/family as planned or as a change in services is required. • Update Support Plans following holistic review of situation. • Ensure referrers and specialists receive information about the package of support with the permission of the client.
Personal Development	• Demonstrate the Organisation's values. • Take accountability for own performance, delivering on priorities and actions and keeping leader, team and other key stakeholders informed. • Responsible for own development including keeping up to date in Health and Disability sector trends, best practice and new initiatives, and developing specialist knowledge and expertise. • Contribute positively to team environment and to the continuous improvement of the function both formally and informally. • Take accountability for actively contributing to an accessible and inclusive work environment for all colleagues.
Health & Safety	• Lead by example in commitment to safety of yourself, the people you work with and those you come into contact within the community. • Be aware of environment from a personal security and personal safety perspective and manage risk appropriately. • Ensure all appropriate actions are taken to assist with the implementation of the company's H&S Policy and Procedures. • Demonstrate commitment to reduction of accidents, incidents, hazards, near misses, and injuries including property damage. • Ensure all incidents, accidents, hazards, near misses and injuries including property damage are recorded and remedial action taken as appropriate.

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Most Frequent Contacts	
External	**Internal**
• Resource providers • DHB representatives • Clients and families/whānau • GPs • Community groups • MoH and other agencies • Other NASC agencies	• Service Delivery • Commercial & Technology • People & Development • Standards & Assurance

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Person Specification

Behavioural Competencies
• Delivery • Drive • Collaboration • Self-Managing • Effective Communication • Cultural Awareness

Qualifications / Experience / Skills *Alternatives to essential will be considered for accessibility purposes*	
Qualifications	
Essential:	**Desirable:**
Experience	
Essential:	**Desirable:**
• 2 years plus work experience in health / allied health / education and/or disability sector or Health and/or disability related tertiary qualification. • Proven experience in coordinating natural and formal supports and services for people with a range of physical, intellectual, and or sensory needs.	• Specialised area of interest and expertise such as dual mental health and disability, aged / palliative, physical and / or sensory, or high and complex needs. • Proven assessment experience in disability or mental health.
Business/Technical Skills	
Essential:	**Desirable:**
• Strong verbal and written communication. • Competent numeracy skills. • Valid, full Driver License, Class 1.	