



Position Description

Position Identification			
Position Title:	NDIS Community Connector		
Direct Reports	Nil	Indirect Reports:	Nil
HRIS Position Number:	PD1117	Effective Date:	September 2020
Location:	Preston		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Social and Community Services Employees Agreement <ul style="list-style-type: none"> SACSE Level 4 		
Organisational Context			
Divisional:	Healthy Communities		
Program:	Carer Services	Unit:	Community Engagement & Program Development
Organisational Chart	<pre> graph TD A[Manager Merri Carer Services] --> B[Team Leader Community Engagement & Program Development] B --> C[NDIS Community Connector] B --> D[Aged Services Program Officer] B --> E[Administration Support Officer] </pre>		
Position Summary			
<p>The NDIS Community Connector is responsible for assisting ageing and prematurely ageing parents and carers of people with disability, to access and engage in the National Disability Insurance Scheme (NDIS).</p> <p>The four functions of a Community connector are:</p> <p>Engage - Provide assertive outreach to locate and engage with aging and .</p> <p>Connect- Connect people with disability from these groups, their families and carers, with the information they need to engage with the NDIS, Partners in the Community (Partners/PITC) and other mainstream supports.</p> <p>Collaborate - Collaborate with the NDIS, Partners and Support Coordinators to support participants who require additional assistance to engage with the NDIS and utilise their plan.</p> <p>Advise - Advise the NDIS, PITC and Support Coordinators to support improved engagement with the NDIS and planning outcomes for these communities.</p> <p>Service Description</p> <p>To increase support for carers, the Commonwealth government has developed the Integrated Carer Support Service (ICSS) model which is designed to reduce carer stress, increase resilience, and help carers plan for the future.</p>			



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The system is supported by national infrastructure and managed by the Australian Government with services including:

- the Carer Gateway website
- phone counselling
- online self-guided coaching
- an online peer support community forum, and
- online skills courses.

At a regional level, the Carer Gateway will respond to the specific needs of their communities by providing:

- a centralised intake and registration process
- carer support planning
- in-person peer support
- in-person counselling
- carer directed packages
- emergency respite care, and
- in-person carer coaching

Merri Health and its consortium partners (Alfred Health, Ballarat Health Services, Barwon Health, Bendigo Health Care Group, Goulburn Valley Family Care Inc. and Uniting (Victorian and Tasmania) Ltd.) have been chosen by the Commonwealth to deliver the new Carer Gateway in Victoria.

Merri Health also receives a significant amount of Support for Carers funding from the State Government of Victoria and Commonwealth Home Support Program funding, which is incorporated and integrated into the functions of most roles in the carer services program area.

Position Accountabilities

Responsibilities

Reporting to the Team Leader, Community Engagement and Program Development, this role will

Engagement activities

- Provide assertive outreach to the target cohort, including breaking down barriers to accessing the NDIS and developing trust and rapport
- Link the target cohort to social, health, education, community and cultural groups
- Link the target cohort to Partners in the Community (PITC) Program and/or the NDIS, and Support Coordinators
- Support community engagement, NDIA and disability awareness raising activities that target participants, potential participants and the broader community
- Support the development of strategies that aim to engage ageing carers from diverse communities, including; LGBTIQ+, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, and newly emerging communities

Connecting activities

- Link the target cohort who have not met the eligibility criteria for NDIS to mainstream community supports (e.g. mobility, employment or accommodation, government services and programs), and/or refer them to their local PITC
- Link the target cohort to services that provide advice, support and help to complete relevant documentation. E.g. Access Request Form (ARF)
- Assist and facilitate handover to PITC and/or NDIS by:
 - building a positive relationship with local PITC and/or the NDIS



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	<ul style="list-style-type: none">- supporting local PITC and/or the NDIS to understand the needs and circumstances of the target cohort- working together with PITC and/or the NDIS to develop trust and rapport with the target cohort <p><u>Collaboration activities</u></p> <ul style="list-style-type: none">• Support the target cohort to understand the processes required to set goals, understand plans, ensure the plan is appropriate and link positively with appropriate support. E.g.; PITC, NDIS Support Coordinators and/or Carer Gateway Support Workers• Work collaboratively to support the target cohort who have existing NDIS community engagement activities• Support the target cohort during planning and review meetings (if required) by providing non-biased support• Support the target cohort to connect with NDIS Complaints and/or NDIS Participant Critical Incident processes (if required); and• Assist the target cohort with submitting a request for a Plan Review (if they don't have a Support Coordinator)• Establish collaborative relationships with other NDIS Community Connectors and attend practice and professional development forums• Record activities and statistics, develop an annual work plan and report on targets in line with funding guidelines• Participate in relevant meetings, committees and networks <p><u>Provide advice to NDIA staff and PITC regarding:</u></p> <ul style="list-style-type: none">• Common barriers the target cohort face in accessing the NDIS• Challenges relating to engagement• Barriers to implementing and utilising plans; and• Strategies to overcome barriers <p><u>Work as part of the Community Engagement and Program Development unit:</u></p> <ul style="list-style-type: none">• Under the guidance of the Team Leader, Community Engagement and Program Development, initiate, develop and co-ordinate service improvement initiatives and projects designed to engage, resource, educate and support carers and families in their caring role• Actively promote Merri Carer services and programs in Merri Health's catchment area by planning and delivering projects and events• Develop and maintain positive relationships with key internal and external stakeholders, including relevant government agencies, networks and community services. <p>Other Duties</p> <ul style="list-style-type: none">• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.• Undertake any reasonable additional tasks as directed by Merri Health.• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.• Practice complies with national code for health care worker.
<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none">• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks.



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	<p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions • Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> • Be proactive in risk identification, notification and management. • Comply with Merri Health’s policies and procedures • Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
<p>Capabilities</p>	<p>All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.</p>
<p>Key Selection Criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> • Tertiary qualifications in Community Development, Health, Social Work, Welfare or appropriate equivalent discipline or experience • Sound knowledge of the NDIA service system and processes • Knowledge of the community care sector and service system, including the challenges faced by ageing carers supporting people with disability • Demonstrated understanding and awareness of issues impacting carers, including those from LGBTIQ+, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, and newly emerging communities • Demonstrated experience in building and maintaining strategic relationships and partnerships with a broad range of stakeholders • Demonstrated skills in working with communities and individuals to engage them in existing service system supports • Experience in community development, promotion and working within a broad service system • Excellent interpersonal, verbal and written communication skills • Sound understanding of collective impact principles • Proficient computer skills, especially MS Office Suite and client management systems
<p>Desirable</p>	<ul style="list-style-type: none"> • Sound knowledge of statewide and commonwealth carer services • Knowledge and understanding of the aged care/disability service system, including the local network of services available in the region • Ability to speak a relevant community language • Experience working with people from culturally diverse communities • Ability to occasionally work outside normal working hours to ensure the



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	needs of carers are met
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary Drivers Licence• Immunisation Category B• Statutory Declaration - NDIS

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