

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	NDIS Support Coordinator		
<b>POSITION OVERVIEW</b>	<p>Within recovery-oriented and capacity-building frameworks, provide high quality Coordination of Supports to participants with psychosocial (and other) disabilities, who have an NDIS Plan.</p> <p>This role involves the development of recovery and capacity-building programs to build and strengthen participants valued social roles by providing opportunities, support and services to develop or redevelop skills, build confidence and reconnection with their community.</p>		
<b>CLASSIFICATION</b>	WCS Level 5	<b>SERVICE LINE   AREA</b>	NDIS
<b>EMPLOYMENT TYPE</b>	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	<b>HOURS PER WEEK</b>	38
<b>LOCATION</b>	1 Bowes PI Woden		
<b>IMMEDIATE MANAGER</b>	Manager, NDIS		
<b>INDUSTRIAL AGREEMENT</b>	Community Sector Multiple Enterprise Agreement 2014-2018 (ACT)		

REPORTING RELATIONSHIPS			
<b>NO OF DIRECT REPORTS</b>	0	<b>NO OF INDIRECT REPORTS</b>	0

KEY RELATIONSHIPS	
<b>INTERNAL</b>	Mental Health and Wellbeing Teams, the NDIS Direct Service, Finance, VisiCase Administrator
<b>EXTERNAL</b>	Community based programs and services, the NDIA and other government departments, guardians and families.

KEY ACCOUNTABILITIES	
<ul style="list-style-type: none"> <li>Underpinned by WCS' values and the principles of Citizenhood, provide high quality Coordination of Supports for participants' NDIS Plans and/or other assistance as required. This includes providing direct and personalised assistance through outreach services, referrals and resolving points of crisis</li> <li>Working with other WCS programs, build recovery and/or capacity building programs for people with psychosocial and other disabilities to support participants to have a valued role in their community. This includes monitoring and reporting on progress, and attending NDIS Plan Reviews</li> <li>Build supportive, long term, respectful relationships with people experiencing psychosocial or other disabilities, their families and carers. This includes providing a welcoming and professional environment through the provision of consistent high-quality customer service</li> </ul>	

- Build respectful and collaborative relationships with mainstream providers, other NDIS service providers and other internal/external stakeholders
- Monitor and maximise participant NDIS budgets to enhance participant's quality of life. This includes monitoring participant funds being expended in accordance with the signed Service Agreement and ensuring financial outputs are met within the required timeframes
- Ensure all other administrative requirements are met within required timeframes
- Provide regular communication of service user's feedback and information to the relevant team members
- Contribute to the ongoing evaluation of service delivery by providing feedback to the Service Area /Business Unit Managers
- Participate in ongoing quality improvement initiatives
- Regularly evaluate personal performance with the NDIS Manager and actively seek opportunities to develop professionally and personally
- Actively participate in staff/team meetings, organisational activities and various community events.
- Engage in the ongoing improvement of own knowledge and skills through training and reflective practice
- Take responsibility to work in accordance with workplace health and safety guidelines and follow the Policies and Procedures of the organisation
- Foster a culture where everyone is valued, respected and recognised by applying workplace Diversity and Equity principles
- Demonstrate at all times commitment to WCS 'Purpose, Code of Conduct, Values and behaviours.
- Perform other duties as directed by the NDIS Manager

EXPERIENCE & QUALIFICATIONS	
Essential	<ul style="list-style-type: none"> <li>• Minimum Certificate IV in Mental Health, Disability or equivalent</li> <li>• Skills, knowledge and experience in providing direct and personalised assistance through outreach services, providing referrals, monitoring and reporting progress</li> <li>• Demonstrated ability to build supportive respectful relationships with people experiencing significant life challenges, their family members and carers</li> <li>• Demonstrated ability to build and maintain respectful and collaborative relationships with internal and external stakeholders, including government organisations</li> <li>• Understanding and demonstrated awareness of strength-based and recovery approaches, social justice and citizenship</li> <li>• Effective oral and written communication as well as interpersonal skills</li> <li>• Demonstrated ability to manage budgeting activities to ensure the participant's plan budgets are within the appropriate limits</li> <li>• Experience in working with participants who are experiencing severe and persistent psychosocial disability</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated ability to be able to manage multiple competing priorities, have excellent time management skills and in a fast-paced environment</li> <li>• Demonstrated ability to work effectively and collaboratively in a small team and a willingness to participate in team meetings and supervision</li> <li>• Thorough understanding of the importance of personal and professional boundaries, ethical behaviour, policies and procedures</li> <li>• Knowledge of the NDIS</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Ability to use case management software systems</li> </ul>
<b>Required</b>	<ul style="list-style-type: none"> <li>• Demonstrated commitment to purpose and values of WCS</li> <li>• Working with Vulnerable People Card</li> <li>• First Aid Certificate</li> <li>• Current driver's licence</li> <li>• Working rights in Australia</li> <li>• Valid National Police check</li> </ul>

<b>Document History</b>	<b>Original:</b> July 2016 <b>Revised:</b> July 2020 <b>Version:</b> V2				
<b>Employee's name</b>		<b>Signature</b>		<b>DATE</b>	
<b>Manager's name</b>		<b>Signature</b>		<b>DATE</b>	