



Position Description

Position Title:	Support Coordinator (NDIS)
Location:	Darwin based -with frequent travel providing outreach services to West Arnhem Land
Tenure:	Full time contract until 31 December 2021 (extension subject to funding)
Classification:	SCHCADS Modern Award Level 4.1 to 4.4 (dependent on experience)
Important Information:	Accommodation (camping or donga accommodation) will be provided when travelling to remote locations

Position Summary

The Support Coordinator will provide support to children and adults living with disabilities to understand, coordinate and implement their NDIS plans. The Support Coordinator will connect and coordinate services and programs across a range of goals to ensure participants are provided with choice and control, and the implementation of their plan is person and family centred.

Key Relationships

Reports to:	Top End Co-Director: Operations, People and Reporting
Key Internal liaison:	CEO, Director of Operations; Top End Co-Directors, Governance, Compliance and Systems; Health and Wellbeing Team; Learning and Wellbeing Team; Research and Evaluation; Directors; People and Culture; Children's Ground staff
Key External liaison:	Local community services, government organisations and funding providers

Key Responsibilities

1. Support Coordination

- Support and encourage participants and their families to achieve their goals and provide support coordination services in line with their NDIS plans
- Develop networks and collaborate with stakeholders to proactively identify, plan, implement and evaluate supports
- Prepare and maintain up to date and accurate case management notes and reports using clear and concise language on participant progress. Including documentation to prepare for plan reviews
- Develop and maintain relationships with a wide range of stakeholders, community services, government agencies, participants and service providers
- Ensure ongoing financial viability of the support coordination program, monitoring budget, efficient use of staff time and accuracy of billable hours
- Manage a caseload of support coordination participants



- Work with participants, families and their networks to understand their NDIS plan and funding and its purpose
- Assist participants to identify and consider a range of support options across multiple providers
- Produce and submit NDIS billing hours, working in partnership with Top End Operations Coordinator
- Assist participants and families to resolve points of crisis and develop capacity and resilience in their networks
- Connect participants with broader community and mainstream services
- Build capacity of participants and families to design, develop and implement their support with greater independence
- Identify potential growth of the Support Coordination system across Children's Ground locations

2. Operational systems and standards

- Ensure documentation, policies, procedures, systems and standards are in place with clear compliance to meet the needs of CG and the security of information for consumers
- Ensure all activities are delivered with quality and integrity
- Ensure risk management policies and systems for operations are up to date
- Operate within the requirements of Children's Ground philosophies, policies and procedures as well as regulatory requirements

3. Information and data systems, monitoring and reporting

- Ensure user data and information is being recorded to meet the monitoring and evaluation needs of the Family Health and Wellbeing team
- Mentor and support staff to document and record data
- Undertake assessments and relevant research in consultation with the Directors of the Top End Region and the Director of Research and Evaluation
- Oversee development and management of a library of resources from within and outside of community including videos, books, papers, etc.
- Maintain confidential, organised and up-to-date files
- Prepare reports as requested.

4. Relationships

- Liaise with a wide range of stakeholders, community services, government agencies, participants, and service providers
- Maintain strong joint working relationships across Children's Ground operations and provide internal support to increase knowledge of NDIS within the Children's Ground team
- Represent Children's Ground in key meetings as requested

5. Contribute to Children's Ground

- Be a positive, innovative and active member of the Children's Ground Top End Region team
- Contribute to strategic planning, organisational development, management work plans & policy formation



- Support a strong, connected, respectful and supportive organisation
- Participate in professional development programs offered by Children's Ground
- Participate in local language classes and practice its use in interactions with First Nations people, with a view to developing at least a basic level of language competence
- Undertake other tasks as requested to support the delivery of Children's Ground

Work Health and Safety

This role will require working regularly in outdoor conditions, sitting, standing and moving around in outdoor settings, including getting in and out of motor vehicles and remote location work.

Key Selection Criteria

Essential

1. Tertiary or Diploma qualification in Community Services or related field
2. Previous experience in a similar position within the support worker industry and a solid understanding of the Disability Act and NDIS
3. The ability to work positively with people's strengths and capacities, seeking opportunities for genuine inclusion in their community
4. Knowledge and understanding of the NDIS Price Guide, NDIS Plan Budgets and the NDIS Participant Pathway
5. Willingness to undergo a National Police Check and obtain an NT OCHRE Working with Children Check

Desirable

1. Experience working in a start-up environment
2. Demonstrated knowledge, skills, and experience in an NGO or community development organisation

Personal Attributes

- Self-starter who thrives in an environment that is ambiguous and complex and thinks systemically
- Creates and embraces a culturally diverse workforce
- Passionate about social justice
- Highly collaborative
- Innovative and thinks adaptively about problem resolution
- Focus on achieving excellence