

# POSITION DESCRIPTION

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## 1 - POSITION DETAILS

<b>Position Title</b>	NDIS Support Coordinator
<b>Position Number</b>	DS – NDISSC – 00002 NDIS Support Coordinator
<b>Enterprise Agreement / Award</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 <b>OR</b> Victorian Stand Alone Community Health Centres, Allied Health Professionals Multi-Employer Agreement 2017-2021 <b>OR</b> Nurses and Midwives (Victorian Public Sector)(Single Interest Employers) Enterprise Agreement 2016-2020 <b>OR</b> Social, Community, Home Care and Disability Services Industry Award 2010
<b>Employment Status</b>	As per contract
<b>Classification Level / Grade</b>	Administration Officer Grade 3 <b>OR</b> As per relevant Agreement / Award
<b>Service Area</b>	Disability Services
<b>Team</b>	Disability Services
<b>Location</b>	Parkdale
<b>Line Manager</b>	GM – Business Development and Disability Services
<b>Supervises</b>	Nil

## 2 – ABOUT US

CBCHS is a for-cause, not-for-profit organisation providing a wide range of allied health, dental, child development, disability and aged care services to more than 15,000 clients every year in and around the City of Kingston. Many of our clients are differently abled, socially isolated, financially disadvantaged or exposed to other socio-economic vulnerabilities. Our head office is in Parkdale with programs and services also offered at Chelsea, Clarinda, Mentone, Cheltenham, Clayton and Edithvale.

We are a values driven organisation with a reputation for service innovation and quality. We are a flexible and inclusive employer that values and supports workforce diversity. We strongly support equal opportunity and encourage applications from all people including Aboriginal and Torres Strait Islander communities, those with culturally and linguistically diverse backgrounds, the LGBTIQ community, and people with a disability.

Please visit our website for more information [www.cbchs.org.au](http://www.cbchs.org.au)



## 3 - POSITION PURPOSE

The NDIS Support Coordinator assists NDIS participants to understand their NDIS plans, genuinely exercise choice and control to select their preferred service providers, enhance their capacity to manage / direct their own supports and implement their plan, including informal, mainstream, community and funded supports.

NDIS Support Coordinator works creatively and resourcefully with participants towards optimal utilisation of their NDIS plans, to maximise opportunities for participants to fulfill their support needs to best achieve their goals.

## 4 – KEY RESPONSIBILITIES

### Support Coordination

- Work collaboratively with NDIS participants to improve their capacity and capability and build their independence using a person-centred solutions oriented approach and capacity building framework;
- Network and stay connected with mainstream and community service providers e.g. housing, education, transport, health etc. in the region;
- Assess a variety of suitable service providers to offer a range of support options to participants, providing choice and control to participants for selection of their preferred NDIS service providers;
- Negotiate with participants' preferred service providers regarding required services and prices;
- Where required, arrange assessments to determine the nature and type of support requirement e.g. assessment to determine home modification needs;
- Support participants with creating, editing, ending service agreements and service bookings;
- Monitor plan outcomes and expenditure to ensure the plan remains in budget;
- Strengthen and enhance a participant's capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to resolve problems or issues that arise, understand their responsibilities under service agreements and change or end a service agreement;
- Provide reports to the NDIA as required;
- Assist participants to prepare for their plan reviews by helping them assess whether they achieved their goals and best utilised their funding;
- Identify solutions to barriers experienced in implementing the plan, consider new goals;
- Help participants decide on what actions to take to achieve their goals, including exploring housing options and life transition planning;
- Be the participants' key contact for service issues, complaints, major changes and plan reviews;
- Ensure accurate and timely collection of relevant data, reporting and management of client data base (CRM) and other systems with timely and accurate data entry for monthly invoicing, journals and notes, incident reports, complaints and correspondence and uploading relevant client documentation;
- Maintain up-to-date knowledge of the NDIS policies, systems and practices;
- Build effective relationships with participants, their families / carers and other support providers whilst maintaining clear professional boundaries;
- Undertake other relevant duties, projects and initiatives, which are consistent with the Band level skills and competences;



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- Experience in the profession and evidence of involvement in clinical supervision and professional development as required by the appropriate professional body.

## **Quality and Compliance Responsibilities**

- Maintain privacy and confidentiality, in accordance with CBCHS policy;
- Maintain an orderly, clean, safe and hygienic environment at all times;
- Ensure compliance obligations are duly met with relevant legislation and guidelines for disability services, including the Disability Code of Conduct, the Disability Act and the NDIS Act;
- Follow and comply with CBCHS and ACO policies and procedures;
- Participate in continuous quality improvement activities which include accreditation processes, risk management, complaints management, incident reporting and health and safety.

## **Team Responsibilities**

- Represent CBCHS in a professional manner by liaising positively with families, carers and other professionals and stakeholders, as required;
- Attend and participate in internal team meetings, client or other external meetings and trainings, as required;
- Work co-operatively and constructively within and with other teams.

## **5 – ORGANISATIONAL VALUES**

CBCHS is committed to achieving its Vision of better health, wellbeing and support for our communities. CBCHS staff are required to uphold the core values of:

### **Respect**

For each individual, families and for the diverse cultures within our communities.

### **Empowerment**

As a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.

### **Collaboration**

With each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

### **Quality**

In all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

### **Transparency**

In how we operate, particularly in how we make decisions and communicate.

## **6 – ORGANISATIONAL RESPONSIBILITIES**

All employees are required to participate in organisational initiatives, including OHS, HR, Risk, Quality, Facilities & Learning and Development.

### **OHS**

Ensure requirements of the Occupational Health and Safety Act 2004 are followed. This includes ensuring work is undertaken safely, injuries, accidents, near misses and potential hazards are reported immediately, and as required employees participate in or support consultative structures including the OHS Committee.



## **Continuous Quality Improvement**

Participate in the established quality and safety systems to ensure that safe high quality care is provided to all clients at all times. This includes assisting CBCHS to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

## **Duty of Care**

Take reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

## **Code of Conduct**

Familiarise themselves with and abide by the CBCHS Code of Conduct and ensure that their actions are in accordance with the CBCHS values and organisation policies and procedures.

## **Community Participation**

Assist CBCHS to promote awareness to the community that consumer, carer, and community participation at all levels of the organisation is encouraged. This includes encouraging community participation in surveys, focus groups and committees as required. Additionally, Primary Health employees must contribute as relevant to CBCHS health promotion plan by working collaboratively with other health professionals.

## **7 – WORKING RELATIONSHIPS**

### **Direct Reports:**

- Nil

### **Other Internal working relationships include:**

- All CBCHS Staff

### **External working relationships include:**

- Clients and their support network
- NDIA and NDS
- Local Area Coordinators
- Support Coordinators and Plan Managers
- Relevant disability service providers and mainstream supports

## **8 – KEY SELECTION CRITERIA**

### **Qualifications & Experience**

- Qualification within Community Services, Disability, Social Work, Nursing or Allied Health, with Professional Registration if relevant;
- Demonstrated experience working as an NDIS Support Coordinator, specialising in housing options;

- Extensive experience working with NDIS Participants with complex needs including experience in the housing space and / or life stage transition space focusing on independent living choices.

## Knowledge & Skills

- Working knowledge and understanding of disability specific legislation, including the NDIS Act (2013), Disability Act (2006), the Human Services Standards, the Disability Workers Exclusion Scheme (DWES), the Disability Services Code of Conduct and relevant legislation and guidelines for disability services;
- Previous experience as a Support Coordinator, working within the NDIS environment is essential, as you will need to hit the ground running;
- Previous experience and knowledge of housing and accommodation processes;
- Previous experience in achieving billable hour targets, monitoring your hours of billable time;
- Extensive knowledge of local disability, mainstream and community services is essential;
- Demonstrated experience working with a range of people with a disability in a range of settings;
- Demonstrated computer literacy skills, including MS Office;
- Proven ability to make rational and sound decisions and judgements based on a consideration of the facts and alternatives;
- Flexible, progressive and agile approach with excellent organisational, team and time management skills with the ability to prioritise and deliver results in an uncertain environment influenced by Government policy changes;
- A self-starter, self-motivated person who takes ownership and responsibility to deliver results individually and collaboratively as part of a team;
- Demonstrated strong communication (written and verbal) and interpersonal skills to communicate with families, carers and other professionals from a diverse range of cultures and backgrounds, including the ability to prepare concise written correspondence;
- Demonstrated focus on service excellence, commitment to continual professional and personal development;
- Current Victorian driver licence.

## Compliance Checks

In line with legislation CBCHS will conduct the following checks that must be returned clear before commencing:

- Police Check – If applicable;
- NDIS Worker Screening Check – If applicable;
- Disability Code of Conduct Acknowledgement – if applicable;
- CBCHS Child Safe Code of Conduct Acknowledgement;
- Working with Children Check;
- Professional Registrations if applicable;
- All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian Visa that will legally enable them to fulfil the obligations of the contract of employment.

