

POSITION DESCRIPTION

Position Title	NDIS Community Support Worker
Position Status	Permanent Full Time
Reports To	NDIS Manager
Department	NDIS Psychosocial Program
Location	165 – 169 Brunswick St, Fitzroy VIC
Direct Reports	Nil
Award	Social, Community, Home Care & Disability Services Industry (SCHCADS) Award 2010
Date Reviewed	7 April 2021
Next Review Date	7 April 2022

Mission Statement

Inspired by the spirit of the Daughters of Charity, St Mary's House of Welcome seeks to further Social Justice by standing with disadvantaged people offering support, solutions, and hope.

Vision

St. Mary's House of Welcome will be universally acknowledged as a professional, cost efficient and effective organisation providing relevant services to the homeless and disadvantaged in accordance with the Vincentian Spirit.

Leading practice, effective partnerships, industry connectedness, secure public and private funding and the pursuit of opportunities to establish satellite services will be operating hallmarks.

St. Mary's House of Welcome will be a voice for its clients, a fearless advocate for their rights with a commitment to empowerment and restoring independence.

Values

Respect | Relationships | Welcoming | Hopefulness | Responsiveness

POSITION PURPOSE

The purpose of this role is to provide non-clinical community-based support for people with severe mental illness.

Reporting to the NDIS Manager, NDIS Support Workers will build respectful and compassionate relationships with participants and follow support plans to build resilience, confidence and independent living skills. These may include (but not limited to) assisting participants to appointments, provision of transport, enhancements of daily living skills and developing capacity building strategies to increase skills, achieve personal goals and build independence.

SPECIFIC ACCOUNTABILITIES

Include but are not limited to:

Direct Service Delivery

- To provide direct NDIS casework and support to allocated clients
- Provide direct psychosocial rehabilitation and recovery support to people who have complex needs;
- Develop strategies (through use of person-centred case management principles and strength-based

Documentation & Reporting

- Understands and has followed correct file management process as per funding agreements and Agency policies. This includes case notes, client outcomes and service provision on SupportAbility, privacy and confidentiality, consent, funding tabs, goal progression information, client details, NDIS plans, risk / safety

SPECIFIC ACCOUNTABILITIES

<p>tools) to enable participants to develop skills and complete goals as outlined in their NDIS plans</p> <ul style="list-style-type: none"> • Provide direct support services including assistance with routine setting, home management, budgeting, shopping, mentoring and engagement with community activities and other duties as specified in the NDIS Support Plan • Encourage and support engagement in community and social activity • Provide concise and accurate reports on the client's resource utilisation and activities • Attend and participate in client reviews as directed by the Manager • Compliance with national disability quality standards and reporting requirements 	<p>/ case plans and reporting on client plan utilisation.</p> <ul style="list-style-type: none"> • Maintain up to date case notes on SupportAbility • Preparing accurate and timely monthly, quarterly, six-monthly and annual reports (as requested by the participant) relating to service progress and / or funding • Ensuring timely reporting of all incidents and near misses • Ensure all billing activity is complete in line with quality standards • Specific accountability to fully utilise participant plans and billable hours to maximise funding
<p>Other ad-hoc tasks</p> <ul style="list-style-type: none"> ▪ Participate in ad hoc projects and work as assigned from time to time 	

POSITION DIMENSIONS / PERFORMANCE TARGETS

Position Dimensions	Performance Targets
Specific accountability to fully utilise participant plans and billable hours to achieve client goals and maximise funding	Aim for 100% utilisation of time
Daily update of SupportAbility documentation and cancellation notification	Aim for 100% adherence
Meeting deadlines	(e.g.) All deadlines need to be met 100% of the time, whether it be weekly, monthly or annually

RELATIONSHIPS

Internal	External
Chief Executive Officer	SMHOW's clients, donors, supports and volunteers
Members of the senior management team	Key operational stakeholders, NDIS, NDIA, allied Not-for-Profit organisations across the homelessness, mental health and drug & alcohol services landscape
NDIS Manager	
SMHOW staff	

EXPERIENCE / QUALIFICATIONS

Experience	Qualifications
Experience in a direct service delivery role within the NDIS or homelessness support programs, Mental Health and/or the wider Community Sector	Tertiary qualifications in mental health, social work, community development/services or a related discipline
Track record of working in the NDIS sector and sound case management practices	<p><i>Pre-Employment:</i></p> <ul style="list-style-type: none"> • Valid Driver's license • Clear and current National Police check • Working with Children check • Disability Worker Exclusion Scheme Check

Experience in offering appropriate support, using a person-centred strength's-based framework	Demonstrated experience in engaging vulnerable clients including rapport building, appropriate communication and maintaining clear boundaries and accountability
Experience working with people with complex needs - desirable	

SKILLS

Extensive experience in NDIS sector required	Demonstrated organisational and time management skills
Excellent communication (verbal and written) & negotiation skills. Many of SMHOW clients are from CALD background or are vulnerable due to being homeless or at risk of homelessness.	Ability to identify opportunities and integrate and work collaboratively across teams
Good computer literacy	

CORE COMPETENCIES

Demonstrated interpersonal skills	100% accuracy in documentation
Understanding of NDIS quality standards and role in quality	Working with participants to achieve their goals
Alignment to mission and values	Adapt and Learn from Experience
Ensure achievement of mission in work plans	Problem solving and communication skills

NOTES

- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. The Company may require you to undertake additional responsibility's or work in other areas to those outlined in this position description subject to business requirements and your skills and competencies.
- A statutory requirement of every role requires that you ensure awareness and compliance with all relevant legislation that impact your work area, such as Work, Health & Safety.
- You must ensure that:
 - all activities are conducted in accordance with relevant Company policies, procedures and practices;
 - uphold ethical standards and values and act with honesty, integrity and good faith at all times;
 - ensure that you act in ways that advance the organisation's objectives, values and reputation.

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description.

Signed: _____

Date: ____/____/____

Manager Name: _____

Date: ____/____/____

Signature: _____