



NDIS Support Coordinator

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Classification Award: SCHADS Level 4	Appointment Status 12 month contract	Authorised: CEO Date: 1/7/2021
Reports to: Support Coordination Team Manager and Connecting Abilities Program Manager	Roles reporting to this one: none	Hours per week 38
Key Purpose Support participants of the NDIS, their families and carers to implement the supports within their NDIS plan for the purpose of building participant's capacity to understand, implement and manage their supports and NDIS plan wherever possible. The role is conditional on the continuation of viable funding under the NDIS.		
Duties and Outcome	Key Accountabilities	
Promote KBHAC's Connecting Abilities Program and NDIS Services	<ul style="list-style-type: none"> Referrals and follow up leads to expand KBHAC's NDIS participant base Support community members to access the NDIS Effective liaison with service providers and community 	
Work collaboratively with participants, their families and carers to implement participant's plan including negotiating with formal, mainstream and funded services providers.	<ul style="list-style-type: none"> Prioritise, and manage supports, services and challenges of participants with complex needs to ensure consistent delivery of service Activities achieve specified outcomes and optimise participant's plan to get the most out of their funded supports Manage competing demands and maintain appropriate and professional boundaries Assess and manage risks in accordance with organisational policies and procedures Ensure information on relevant community resources are available to participants and appropriate referrals are made and followed up 	
Maintain and keep up-to-date case notes on Participant Information System	<ul style="list-style-type: none"> Data is uploaded in timely manner 	



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Bill for all supports by providing rosters to ensure payments for supports are delivered	<ul style="list-style-type: none"> • Complete service bookings to NDIS provider portal • Maintain participant budget building tools to ensure spending is within budget
Maintain up-to-date knowledge of NDIS system and practices	<ul style="list-style-type: none"> • Share knowledge and understanding with participants and colleagues to build their capacity, skills, knowledge and practice
Build networks and collaborations with the Aboriginal community	<ul style="list-style-type: none"> • Increase KBHAC's profile as a disability service provider in the Aboriginal community • Share information and networks with colleagues to build their capacity, skills, knowledge and practice
Advocate effectively on behalf of people with disability linking them to the community groups, activities, networks and services they want to access and facilitate their participation	<ul style="list-style-type: none"> • Participants take up and sustain referrals
Working as part of KBHAC	
Work respectfully and collaboratively with participants, community, colleagues and supervisors	<ul style="list-style-type: none"> • Productive relationships with participants, community, colleagues and supervisors • Participate and contribute to team meetings • Work effectively in team environment
Actively and positively contribute to the ongoing development and improvement of NDIS service delivery and KBHAC as a whole	<ul style="list-style-type: none"> • Achieve organisation and program outcomes and outputs within your scope of work
Participate willingly and openly in active professional reflection and evaluation of own performance and practice, including appraisals and supervision	<ul style="list-style-type: none"> • Attend and participate in supervision • Positive 'can do' approach to work to support own and other's resilience
Engage in ongoing professional development	<ul style="list-style-type: none"> • Continuously improve own performance and practice in line with KBHAC's priorities
Adhere to KBHAC Policies and Procedures and other systems, standards and guidelines.	<ul style="list-style-type: none"> • Familiarity with KBHAC's policies and procedures



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Follow all lawful instructions and directions.	
Take reasonable care of the health and safety of people at the workplace by cooperating and complying with the Work Health and Safety Act	<ul style="list-style-type: none"> • Familiarity with requirements of WHS Act and KBHAC's safety requirements • Proactively identify and address safety gaps so that own and others safety is ensured • Report incidents and injuries immediately
Selection Criteria	
<ul style="list-style-type: none"> • Aboriginality • Degree in Psychology, Social Work, Occupational Therapy or other Allied Health and Health Science or Cert IV Disability Studies or relevant work experience • Demonstrate experience working with people with disability and the NDIS including the barriers and challenges facing Aboriginal people's access to the NDIS and disability services • Sound knowledge of the complex needs of people with disability and their families/carers • Highly organised with effective planning and prioritising • Excellent interpersonal skills and ability to work collaboratively with staff and programs across KBHAC and with external stakeholders (including community service providers and government agencies) • Case management experience • Must have valid NSW Drivers Licence • Valid National Police Check and Working with Children Check • Must be able to travel around Sydney for this role 	