

POSITION DESCRIPTION

Position Title	NDIS Access Officer
Reporting To	Senior Practice Leader- Lived Experience
Employment Status	Part-Time Permanent (0.8FTE)
Classification	Consumer Service Delivery Level 2
Team/Service	Wellness Connect-National Psychosocial Support program
Direct Reports	Not Applicable
Date	August 2022

PROGRAM OVERVIEW

The Wellness Connect National Psychosocial Support Program (NPSP) provides short to medium-term, flexible and recovery orientated psychosocial support focused on capacity building and connection. The program is delivered by a consortium of seven NGO agencies with Neami National as lead agency and is for consumers with moderate to severe mental health issues, including those eligible for the National Disability Insurance Scheme (NDIS) who need assistance accessing the NDIS. Services are tailored to each individual in line with their recovery goals, and encompasses three streams of service delivery, one on one support, group readiness and group support, and NDIS access support

POSITION OVERVIEW

The NDIS Access Officer will provide consumer-led, recovery-orientated, trauma-informed and strength-based support to people accessing Wellness Connect NPSP where the primary focus of support is to test or re-test eligibility for the NDIS. The NDIS Access Officer will work alongside consumers to navigate the NDIS application process including support to obtain relevant documentation and build comprehensive NDIS applications for submission to the NDIA for assessment.

The NDIS Access Officer will work closely with consumers, medical practitioners, allied health professionals, NDIS Partners in the Community and other community support providers to explain the purpose of the NDIS and the types of supporting evidence that will be required, in a clear and accessible manner. This role requires a solid understanding of the National Disability Insurance Scheme Act 2013 (NDIS Act), operational guidelines and processes related to access, planning and reviews.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Provide psychosocial support and facilitate testing and retesting for NDIS

- Support Wellness Connect NPSP consumers to test NDIS eligibility by commencing and facilitating the NDIS application process
- Determine options for alternative support(s) where NDIS applications are not successful
- Engage with and provide support to consumers in line with the Collaborative Recovery Model
- Engage with vulnerable populations and provide culturally sound support to consumers of diverse backgrounds
- Provide education to consumers and their carers and families about the NDIS
- Be able to demonstrate initiative, time management and risk management skills while working independently with consumers

Participate fully as a team member

- Work closely with Wellness Connect NPSP team members to ensure that consumers are submitting quality applications for the NDIS and provide guidance and support to workers across the Wellness Connect NPSP consortium regarding NDIS eligibility, the application process and pathways to support
- Using a team approach, cooperate closely with team members to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers
- Support Neami National's efforts in reducing our impact on the environment and work towards a sustainable future

Work with community partners

- Develop and maintain working relationships with relevant key stakeholders including mental health services, medical practitioners, allied health professionals and Local Area Coordinators to engage and support consumers through their NDIS application
- Work with Wellness Connect NPSP team members to support the coordination of internal and external events, such as planning days and workshops
- Be willing to seek assistance to find innovative solutions to any challenges that arise

Maintain records and resources

- Collect, collate and maintain data on NDIS access related issues, trends, outcomes and barriers to feedback to the Wellness Connect NPSP Service Manager
- Utilise data systems, following standard procedures, to record data on consumer interactions in the Adelaide PHN Mastercare system in accordance with reporting requirements
- Ensure record management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.

- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami National policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A sound understanding or an ability to quickly gain an understanding of the NDIS Act, operational guidelines and processes related to NDIS access, planning and reviews
- Minimum Certificate IV or tertiary qualifications in human services or a related discipline
- Previous service delivery experience within mental health/community services sector
- Demonstrated experience in managing competing priorities to deliver outcomes within agreed timeframes and quality standards
- Demonstrated strong experience in stakeholder engagement and the ability to work collaboratively with a range of stakeholders including peers, employees, external organisations, funding bodies and government agencies
- Ability to listen, consult others and communicate clearly and proactively in an open and honest manner
- Ability to work in a culturally sensitive manner
- A current Working with Children Check
- A current Vulnerable Person-related Employment Clearance
- A current Australian driver's licence
- A roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended).

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.