



## Position Description Support Co-ordinator - NDIS

### Windarring Overview

Windarring is a respected and key NDIS service provider with a proud history of excellence in care, serving the community for over 40 years. Windarring is building to create strength and flexibility to meet evolving client and community expectations for the next 40 years and beyond.

Windarring delivers a diverse range of disability services including residential care, day services, under eighteen year old programs, supported employees programs, ADE businesses and Support Coordination.

Windarring Mission is to ensure the best outcomes for clients by providing high quality, responsive and personalised supports under the NDIS Funding and NDIS Quality and Safety framework.

Windarring vision is to see people living with disabilities in our region receive the supports that they need in order to live lives that are fulfilling and purposeful.

Windarring values are GREAT: Genuine, Respect, Excellence, Accountability Togetherness.

### 1. KEY POSITION DETAILS

<b>Job Title:</b>	Support Coordinator - NDIS	<b>Reports to:</b>	Project Manager
<b>Program:</b>	Support Coordination	<b>Department:</b>	Corporate Services Windarring
<b>Industrial Agreement:</b>	Social Community Home Care & Disability Services Award (SCHADS) 2010	<b>Classification:</b>	Level 4 (based on qualifications and experience)
<b>Contract status:</b>	0.4 to 0.6 EFT permanent		



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## 2. LOCAL WORK ENVIRONMENT

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The role is mainly located at Kyneton office, however may also be located at other Windarring sites and work from home as required. The role has reporting accountabilities to the Project Manager and NDIS. Flexibility with work days and times may be required.

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## 3. POSITION PURPOSE

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The role works with clients, families, NDIA, NDIS providers and mainstream and community organisations to support clients achieving their goals.

The Support Coordinator provides direct support to NDIS clients and their families to implement the funded supports in their NDIS plan. The role provides specialist NDIS advice to participants and families, as well as other providers, and link them to any necessary mainstream and community supports. A key part of the role is to build the clients' capacity to implement their own NDIS supports in future, resolve points of crisis and develop clients' resilience.

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## 4. POSITION DUTIES

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### Client Service delivery:

- Provide advice to clients about relevant mainstream, community options that may assist them.
- Explain and complete Windarring's service agreements with clients in conjunction with intake team.
- Support clients to build capacity to coordinate their plans, negotiate appropriate support and services and connect with community.
- Request any assessments and make referrals necessary to determine the nature and type of funding required (e.g.home modifications) and to implement NDIS plans, to meet clients' needs.
- Where appropriate support clients to develop a budget for supports and regularly review this budget against their NDIS goals.
- Assist clients to review goals, outcomes, identify solutions and consider new goals.
- Provide the NDIA with reports on outcomes within the agreed reporting frequency. Contribute to the completion of comprehensive reports, advice, briefs, assessments and correspondence containing informed comment, viable options for consideration and well-reasoned recommendations.
- Use local knowledge and sector expertise to increase opportunities for people with disability within a person centred framework.
- Support the implementation and review of client service agreements, outcomes, support plans, programs and services to ensure an appropriate standard of service.




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#### Customer Service:

- Provide quality customer service to NDIS clients and their families by promptly and proactively addressing clients' needs and working towards their NDIS goals.

#### General:

- Perform all duties in the interest of positive client outcomes and the commercial results necessary for the Support Coordination Program to be sustainable. Ensure that the role is delivered in line with the NDIS guidelines for Support Coordination (e.g. impartiality).
- Maintain accurate and up to date client records in accordance with legislative requirements, information security and privacy policies.
- Keep accurate and up to date Support Coordination billable time.
- Participate in a team approach to service delivery and participate actively in continuous improvement processes and day to day administration tasks.
- Undertake duties consistent with procedures, guidelines and/or statutory requirements relevant to Windarring, NDIS, The Quality and Safeguards Commission, and relevant acts and legislation.
- Participate in formal supervision with the Manager on an agreed basis.
- Participate in appropriate professional development opportunities and performance appraisal.
- Undertake other duties as requested by the Manager.

## **5. INCUMBENT OBLIGATIONS**

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#### General

- Performs the duties of the position to the best of their ability and to a standard acceptable to Windarring, clients and key stakeholders;
- Ensure compliance with all Windarring policies, procedures, by laws and directions;
- Ensures they only access confidential information held by Windarring when this is necessary for business purposes, maintaining the confidentiality of that information once accessed;
- Displays adaptability and flexibility to meet the changing strategic/operational needs of Windarring business;

#### Key Performance Indicators:

- Meet program service delivery targets as reasonably expected within the role.
- Meet billable hours target as set by manager to ensure program sustainability.
- Meet customer satisfaction targets as set by Windarring evidenced from satisfaction surveys or other methods.
- All NDIS progress reports completed in a timely manner.

#### Person Centred Business



- Ensures that all client liaison instances are focussed on individual participant goals and satisfaction;
- Ensures that participants and families receive information in a timely manner and in an appropriate and accessible format;
- Ensures participants, families and staff are aware of their rights responsibilities and how to provide feedback.

### Health and Safety

- Maintains own health and well being to ensure safety and successful completion of work; and undertake annual OH&S training as directed by Quality Manager/HR/CEO;
- Ensures all health and safety related policies, procedures and directions are complied with in their work area;
- Ensures they undertake annual Fire and Emergency Training and comply with fire and emergency procedures;
- Ensures they treat others with respect; behaving professionally and in accordance with the Windarring Code of Conduct.

### Human Resource Management

- Participate in induction and orientation to local work environment and participate in General and Site Orientation and On-boarding programs;
- Participate in regular work performance discussions and an annual performance review per Windarring Policy, and are continually developed to reach their full potential;
- Actively manage own work outputs and leave requests to maximise performance and minimise workplace problems and conflict;
- Continuously seeks individual improvement and takes responsibility for the introduction of any changes required to bring about improvements.

## **6. INCUMBENT CAPABILITY REQUIREMENTS**

The incumbent of this position will be expected to possess the following core capabilities:

<b>Capability</b>		<b>Demonstrated behaviour</b>
<b>Personal</b>	<b>Personal effectiveness</b>	Meets individual and team goals, aims for improvement
	<b>Learning Agility</b>	Responds to new or complex situations by observing, researching, seeking advice and adjusting actions



<b>Strategy</b>	<b>Achieving Results</b>	Takes ownership for own performance and program results
	<b>Organisational awareness</b>	Uses information and organisational knowledge to aim to make correct decisions and reports appropriately
<b>People</b>	<b>Working with clients and stakeholders</b>	Forms effective working relationships to clarify matters and provide support and communication to ensure goals are met
	<b>Collaboration</b>	Communicates with stakeholders, demonstrates effective relationships in communications and results

## 7. SELECTION CRITERIA

- A tertiary qualification and/ or extensive experience in working in the community services sector, (current membership of professional body if required by NDIS guidelines);
- Experience and skills to work competently alongside people, families and relevant stakeholders in their local community to build capacity to participate in the community;
- Detailed knowledge of the disability sector and/or willingness to build knowledge base;
- Local knowledge in Windarring’s catchment areas of community resources, services and organisations and/or willingness to learn;
- Demonstrated respect for clients as valued members of their community and understanding their goals and aspirations;
- Excellent communication (both oral and written) skills and ability to prepare and complete reports and case notes in clear and concise language. Communicate is effectively, accurately, timely and professionally;
- The ability to interpret information from other sources/documents and present information in a manner appropriate to the purpose and audience;
- Demonstrated ability to identify, measure and report on client outcomes;
- Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of clients and service providers, and demonstrated capacity to establish rapport and trust;
- Highly motivated with the ability to work autonomously and cooperatively as a member of a team;
- Strong ability to prioritise time and manage tasks;
- IT skills;



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- Competence in meeting KPI targets;
  - Appointment to this position is subject to the satisfactory completion of a National Police Check, International Police Check (if applicable), current Victorian Working with Children Check, current Victorian Driver's License, the right to work in Australia and a Disability Worker Exclusion List check;
  - Flexible to work from other sites;
  - Alignment with Windarring's ethics, mission, values;

## 8. PRE-EXISTING INJURY

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Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

## 9. AGREEMENT

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### General

I have read, understood and agree to comply with the responsibilities and accountabilities of this position description. I agree to comply with all Windarring requirements, policies, procedures, by laws and directions.

### NDIS Worker Screening Check

I understand that it is a condition of my employment to provide Windarring with a current NDIS Worker Screening Check.

### National Police check

I understand that it is a condition of my employment to provide Windarring with a current National Police Certificate PRIOR TO COMMENCING WORK and this is at my own cost. I understand that I will be subject to periodic Police Checks every three years at my own cost.

### Working with Children check

I understand that it is a condition of my employment to provide Windarring with a current Working with Children check PRIOR TO COMMENCING WORK and this is at my own cost.

### Disability Worker Exclusion List (DWES) check

I understand that it is a condition of my employment to provide Windarring with a current DWES PRIOR TO COMMENCING WORK and this is at my own cost.

Name: \_\_\_\_\_



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Signature: \_\_\_\_\_

Date: \_\_\_\_\_