



# Connecting Home

a service for the Stolen Generations

## POSITION DESCRIPTION:

|                |                                          |
|----------------|------------------------------------------|
| POSITION TITLE | NDIS Support Coordinator (Part-Time 0.6) |
| REPORTS TO     | NDIS and Aged Care Team Leader           |
| AWARD          | SCHADS Level 4                           |
| FUNDING SOURCE | NDIS                                     |

## ORGANISATIONAL OVERVIEW

Connecting Home Limited is a Victorian not-for-profit organisation providing services to and representing the interests of Stolen Generations and their families, working across South East Australia.

We offer programs that support survivors on their journey of healing by walking with individuals and families with a trauma informed and culturally safe approach. At Connecting Home we believe that everyone is unique and will require tailored supports and programs to assist with their journey of healing.

### Vision

Survivors of the Stolen Generations and their families feel their stories are heard and accepted and have received justice

### Our Purpose

Connecting Home walks with survivors of the Stolen Generations and their families on their journey to achieve healing and connection to family, community, and culture.

### Values

Inclusiveness We respect people, value diversity, are non-judgemental and are committed to equality.

Integrity We are honest, ethical, reliable and trustworthy.

Partnership We believe in working with our clients and other stakeholders to achieve common goals.

Persistence We are here for the long-term, determined to stay focused on our clients' needs and aspirations.

## POSITION DESCRIPTION:

### POSITION OBJECTIVE

The focus of this position is to co-ordinate NDIS supports in collaboration with participants and carers and ensure individual life goals are established, met and reported on.

As the NDIS Support Coordinator, you will develop and maintain networks within all support sectors including but not limited to Aboriginal and Mainstream service providers, and where necessary foster relationships wherever the client requires the assistance.

In addition, the Support Coordinator will provide day to day support to Direct Support Workers.

### Key Responsibilities

Develop and maintain effective, collaborative relationships with key stakeholders that result in effective interactions and appropriate referrals. Key stakeholders include, but are not limited to:

- Clients and their families, carers and/or guardians
- NDIS service providers and other key stakeholders relevant to the client's plan
- NDIS and Local Area Coordinator's
- Respond to all enquiries from clients and other stakeholders in a timely and helpful manner
- Use the most appropriate methods of communication with clients and other stakeholders that supports the client to achieve their goals, e.g. face to face, off-site, home visits, telephone, email, video link etc.
- Provide day to day support to direct support staff related to issues arising including check ins via telephone and in person.
- Liaise with family members and clients as required, reporting to the Programs Manager.
- Develop and maintain a comprehensive register of NDIS service providers including their capacity to provide services to clients with different needs/challenges
- Present NDIS service provider information and options to clients and their families/carers to enable them to make informed choices
- Actively assist NDIS clients to:
  - connect with health, clinical and community-based support services as outlined in the NDIS plan
  - Understand funding flexibility
  - Reach decisions regarding services
  - Reach agreements and link with providers
  - Commence service and support new arrangements to optimise outcomes
  - Address barriers to participation, and resolve service delivery issues

## POSITION DESCRIPTION:

### Key Responsibilities

- Complete all internal and external client referral requirements relating to each intervention that meets individual needs
- Create and update individualised case files in accordance with Connecting Home procedures
- Record all client contact within agreed timeframes and standards
- Contribute to service development by identifying improvement areas and being actively involved in implementation of any agreed changes
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- Work towards achievement of the program objectives and deliverables as determined by Connecting Home Limited
- Support the NDIS Team Leader to roster Support Worker shifts on H.R system
- Keep up to date with NDIS pricing arrangements and how they impact delivery of hours
- With the Team Leader, ensure that plans are being billed correctly by participating in ongoing audits
- Share in minute taking/chairing of staff meetings as required.
- Support the Team Leader in accreditation activities

### Occupational Health and Safety

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Connecting Home, including:

- Work in a manner that considers the health and safety of self and others
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication, or other substances
- Ensure that all work areas are maintained in a safe condition
- Complete site induction
- Identify, report, and record all safety hazards, incidents, and injuries
- Participate in OHS training programs
- Participate in OHS consultation and communication meetings

## **POSITION DESCRIPTION:**

### **ORGANISATIONAL ACCOUNTABILITIES**

#### **Client Safeguards and Wellbeing**

- In providing quality services, Connecting Home's employees actively uphold and comply with Connecting Home's Safeguarding, Child Safety and Wellbeing policies and procedures, including recognising, responding to and reporting concerns related to abuse, neglect, exploitation or harm in line with legislative and mandatory reporting requirements. These include the Disability Service Standards, Victorian Charter of Human Rights and Responsibilities Act 2006 and the Principles and Objectives of the Disability Act 2006. We also adhere to the United Nations Convention of the Rights of Persons with Disabilities 2006 to ensure the rights and wellbeing of every individual are recognised, respected, protected and fulfilled.

#### **Cultural and Linguistic Diversity**

- Undertake all interactions with clients and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.

#### **Positive Working Relationships**

- Demonstrated ability to work as part of, and contribute to, a person/family centered team
- Facilitate good working relationships with all departments of Connecting Home, the Stolen Generations community, survivors, their families, and the wider Aboriginal and Torres Strait Island Community, through clear communication and a willingness to work towards the prompt resolution of any concerns.
- Ability to initiate and maintain contacts with a broad range of people and community organisations to ensure survivors' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the Survivor or family member

#### **Quality Assurance and Continuous Improvement**

- Attend meetings, workshops, conferences, and training as required.
- Become familiar with and follow Connecting Home's policies, procedures, and management instructions.
- Be open to new ways of doing things that enhance the quality of life of Stolen Generations and their families; respond to challenges with innovative ideas and solutions.
- Strive for and promote a continuous quality improvement culture in the quality system and work practices and offer strategic advice to improve stakeholder relations.
- Engage in professional supervision

## POSITION DESCRIPTION:

### KEY PERFORMANCE INDICATORS

#### Participant Support & Engagement

- Conduct initial participant intake and needs assessment within 5 business days of referral.
- Develop and implement support coordination strategies aligned with participant goals.
- Maintain regular contact with participants according to their support needs and funding allocation.
- Monitor participant progress and document outcomes against NDIS plan goals.
- Assist participants to build independence, decision-making capacity, and community participation.
- Prepare participants for NDIS plan reviews and support evidence gathering.
- Ensure participant satisfaction

#### Service Coordination

- Identify, source, and connect participants with suitable service providers.
- Establish and maintain effective relationships with service providers and community supports.
- Coordinate multidisciplinary services to ensure continuity of care.
- Resolve service delivery issues and address gaps in participant supports promptly.
- Ensure identified support needs are actioned within agreed timeframes.

#### Case Management

- Monitor participant risks and implement risk mitigation strategies where required.
- Ensure all participant reviews are completed before due dates.

#### Documentation & Reporting

- Complete case notes within 24 hours of participant contact.
- Maintain accurate and up-to-date participant records in the CRM system.
- Prepare 6 monthly progress reports for participants, families, and the NDIA as required.
- Ensure service agreements, consent forms, and support documentation are current.
- Achieve 100% compliance with documentation standards and audit requirements.

#### Funding & Budget Monitoring

- Monitor participant funding utilisation to prevent underutilisation or overspending.
- Provide participants with guidance on budget management and service planning.
- Identify funding risks early and implement corrective actions.
- Support participants to maximise value from their NDIS funding.

## POSITION DESCRIPTION:

### KEY PERFORMANCE INDICATORS

#### Compliance & Quality Assurance

- Adhere to NDIS Practice Standards and organisational policies.
- Complete incident reporting within required timeframes.
- Escalate safeguarding concerns and high-risk matters immediately.
- Participate in internal audits and quality improvement activities.
- Maintain compliance rating of 95% or above during audits.

#### Stakeholder Management

- Communicate effectively with participants, families, carers, guardians, and service providers.
- Attend case conferences and stakeholder meetings as required.
- Advocate for participant needs and preferred outcomes.
- Build collaborative relationships with community services and external agencies.

#### Professional Development

- Complete all mandatory training and certifications annually.
- Attend professional development activities to maintain industry knowledge.
- Participate in supervision, mentoring, and performance review processes.
- Contribute to team learning and continuous improvement initiatives.

#### Productivity & Performance Targets

- Maintain billable utilisation between 75%.
- Meet monthly caseload and service delivery targets.
- Maintain participant contact

## **POSITION DESCRIPTION:**

### **SELECTION CRITERIA**

#### **Mandatory Requirements**

- Current National Police Record Check
- Working with Children's clearance
- NDIS Screen Clearance
- The right to work in Australia
- A current Victorian Drivers License

#### **Personal Skills and Attributes**

- Excellent communication skills (written and oral)
- Passionate about working with Stolen Generations to support their healing journey
- Exceptional administration skills and ability to be self-organized
- High level of attention to detail.
- Able to work in a team environment as well as autonomously.
- A learning mindset
- Reflective capacity and high levels of self-awareness and accountability

#### **Qualifications**

- Cert. 3 Disability or other related qualification

#### **Professional Experience and Key Knowledge Areas**

- Demonstrated knowledge and understanding of Indigenous societies, cultures and issues affecting the Stolen Generations
- Demonstrated experience in communicating effectively with Indigenous peoples and communities
- Have a good understanding of the needs and issues of people from the Stolen Generations and knowledge of the range specialist service options available from both Aboriginal and Mainstream agencies.
- Experience in and the ability to competently assess client needs and develop and implement appropriate action plans to meet individual needs.
- An understanding of case management practices and techniques
- Build relationships with service providers to facilitate referrals and establish clear pathways for people from the Stolen Generations in accessing a range of generic and specialist services.
- Well-developed communication (both oral and written) skills with the capacity to prepare reports and correspondence in clear and concise language
- Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of clients and service providers, including the ability to work cooperatively as a member of a team.
- Experience and knowledge of NDIS Framework
- Solid understanding of NDIS Code of Conduct, as well as NDIS Pricing Arrangements and Limits
- Experience in liaising with families and carers
- Experience providing support and engaging in ongoing problem solving with support staff