



Position Description

Position Title:	NDIS Support Coordinator
Salary & Conditions:	FamilyCare Enterprise Bargaining Agreement
Department:	Carer Support Services
Direct Report To:	Practice Manager – Carer Support Services
Responsible For:	Provision of Support Coordination NDIS clients
Performance Review:	At three months – 12 month contract

FamilyCare Vision

Strong, resilient families and communities.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira. FamilyCare's activities include child and family services, men's services, carer and disability support programs and community development.

Key Selection Criteria

1. Qualifications

Essential

- Tertiary qualifications in Disability, Social Work, Health, Welfare or equivalent and relevant experience.

2. Skills, Knowledge and Experience

Essential

- Understanding of privacy and confidentiality obligations.
- Demonstrated experience of working with people with a disability.
- Experience in coordinating services for people with disabilities.
- Excellent Interpersonal and communication skills, including the ability to initiate and maintain contacts with a broad range of service providers.
- Strong written skills including the ability to prepare clear and concise reports.
- High level engagement skills and ability to establish empowering and positive partnerships with participants and their families.
- Understanding of relevant legislation including the National Disability Insurance Scheme Act 2013, Disability Act 2006 and the NDIS operational guidelines.
- Sound knowledge and experience of service delivery in the National Disability Insurance Scheme.

- Excellent administrative, organisational and time management skills.
- Well-developed computer skills, with the ability to create plans, program reports and other documentation as required.
- The ability to problem solve, use initiative and think creatively.
- The capacity to work both independently and as part of a multidisciplinary team.

3. NDIS Support Coordinator – Information

Aim of Service

To provide support coordination to participants of the NDIS to assist them in implementing the supports outlined in their NDIS plan. This includes informal, mainstream and community supports as well as funded supports. The Support Coordinator will assist NDIS participants to:

- Understand their plan
- Identify and connect with services and providers to help them achieve their goals
- Arrange assessments that may be required
- Develop skills and build capacity to self-coordinate their supports.

4. Key Performance Responsibilities

4.1 Service Delivery

- Provide varying levels of coordination support to NDIS participants and their families / carers where relevant to assist them to implement the supports in their plan.
- Coordinate services as defined in the participant's NDIS plan, using a strength – based and capacity building approach.
- Develop a comprehensive knowledge of the range of support options, service providers and community networks available for people with disability, in order to support participants to make informed choices regarding their NDIS funded supports.
- Ensure that all service provision options are presented to participants in a clear, accurate and un-biased manner in order to support them to exercise choice and minimise any potential for conflicts of interest.
- Support participants to develop skills and capacity in understanding their NDIS plan and supports, using the participant portal, developing service agreements, monitoring service provision and liaising with providers as needed.
- Work as an effective member of the team, with the ability to show initiative and take direction when necessary.

4.2 Data Collection and Reporting

- Meet electronic data collection requirements.
- Maintain program administrative requirements including the maintenance of timely and comprehensive case notes.
- Ensure that all documentation demonstrates that support coordination activities are carried out in such a way as to minimise conflict of interest.
- Monitor and record the use of support coordination hours
- Provide internal reports to the Practice Manager as required.
- Prepare and submit reports to the National Disability Agency on progress and outcomes within the agreed reporting timeframes.

4.3 Representation and Advocacy

- Liaise and work with NDIA planners and Local Area Coordinators, health and other support providers as relevant to facilitate plan implementation.
- Attend network meetings and other related local forums or meetings.
- Actively network locally and regionally to raise awareness and knowledge of the FamilyCare Support Coordination Program.

4.4 Community Development and Education

- Increase community awareness of the FamilyCare Support Coordination Program.
- Prepare and participate in media items associated with the program.

4.5 Quality Improvement and Evaluation

- Meet occupational health and safety requirements.
- Ensure that relevant policies and procedures are followed.
- Participate in regular supervision activities.
- Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
- Be aware of and meet relevant Quality Management System responsibilities.
- Participate in relevant evaluation activities.
- Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

5. Current and Valid checks:

- Drivers Licence.
- Police Check.
- International police check when applicable.
- Working with Children Check.
- Disability Worker Exclusion Scheme.

6. Other Information

- Salary packaging is offered within prescribed guidelines.
- All staff and volunteers must abide by a Code of Conduct.
- FamilyCare is committed to:
 - ensuring the safety of children
 - respecting diversity and
 - providing a workplace free from discrimination and harassment.