



## Position Description

<b>Position Title:</b>	NDIS Community Connector Portfolio (in addition to substantive position description)
<b>Salary &amp; Conditions:</b>	FamilyCare Enterprise Bargaining Agreement
<b>Direct Report To:</b>	Program Leader - Carer Support Services
<b>Responsible For:</b>	Assisting ageing carers and prematurely ageing carers that provide informal support to a person/s with a disability, to access and engage in the National Disability Insurance Scheme (NDIS).
<b>Performance Review:</b>	At three months, then annually thereafter.

<b>FamilyCare Vision</b> Strong, resilient families and communities.
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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 either Community Development, Disability, Social Work, Health, Community Services or Welfare, or equivalent discipline or experience.

### 2. Skills, Knowledge and Experience

#### Essential

- Sound knowledge of the NDIS service system and processes
- Knowledge of the community care sector and service system, including the challenges faced by ageing carers supporting people with disability
- Experience in building and maintaining strategic relationships and partnerships with a broad range of stakeholders
- Demonstrated skills in working with communities and individuals to engage them in existing service system supports.

### Desirable

- Sound knowledge of state-wide and commonwealth carer services
- Knowledge and understanding of the aged and disability service systems including the local network of services available in the region
- Ability to occasionally work outside normal working hours to ensure the needs of carers are met

### **3. NDIS Community Connector Portfolio – Information**

The NDIS Community Connector is responsible for assisting ageing and prematurely ageing carers that provide informal support to a person/s with a disability, to access and engage in the National Disability Insurance Scheme (NDIS).

Ageing carers are defined as:

- Over 65 years; or
- Over 50 years if prematurely aged; or
- Aboriginal and Torres Strait Islander people over 50 years; or
- Aboriginal and Torres Strait Islander people over 45 years if prematurely aged.

People may be described as prematurely aged if their life experiences (such as active military service, homelessness or substance abuse) has seen them aged prematurely.

The NDIS Community Connector works in collaboration with other Carer Support Services staff to find and engage the target cohort. They have primary responsibility for the provision of in-person support to assist ageing parents and carers of people with disability to positively engage with NDIS.

### **4. Key Performance Responsibilities**

- Meet all key performance responsibilities of substantive position.
- Provide assertive outreach to the target cohort, including breaking down barriers to accessing the NDIS and developing trust and rapport
- Link the target cohort to social, health, education, community and cultural groups
- Link the target cohort to Partners in the Community (PITC) program and/or NDIS and support coordinators
- Support community engagement and NDIS and disability awareness raising activities that target participants, potential participants and the broader community.
- Support the development of strategies that aim to engage ageing carers from diverse communities, including; LGBTIQ+, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and newly emerging communities
- Link the target cohort who have who have not met the eligibility criteria for NDIS to mainstream community supports, and/or refer them to their local PITC
- Link the target cohort to services that provide advice, support and help to complete relevant documentation e.g. Access Request Form
- Assist and facilitate handover to PITC and or NDIA through:
  - Building a positive relationship with local PITC and/or the NDIA
  - Supporting local PITC and/or the NDIA to understand the needs and circumstances of the target cohort

- Working together with the PITC and/or the NDIA to develop trust and rapport with the target cohort
- Support the target cohort to understand the processes required to set goals, understand plans, ensure the plan is appropriate and link positively with appropriate support
- Support the target cohort during planning and review meetings (if required) by providing non-biased support
- Assist the target cohort with submitting a request for a Plan review – if required and they do not have a Support Coordinator
- Provide advice to NDIA and PITC staff regarding:
  - Common barriers the target cohort face in accessing the NDIS
  - Challenges relating to engagement
  - Barriers to implementing and utilising plans; and
  - Strategies to overcome barriers