

Position Description

Position Title	NDIS Support Coordinator
Salary & Conditions	FamilyCare Enterprise Bargaining Agreement
Classification	Level 2.3 – 4.4 (<i>Dependent on qualifications and experience</i>) Social, Community, Home Care and Disability Services Industry Award 2010
Department	Carer Support Services
Position reports to	Team Leader
Performance Review	At six months, then annually thereafter

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 is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

Vision

Strong families and communities.

Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

Core Values

The Code of Conduct reflects and supports FamilyCare's core values, which are:



RESPECT

for all people and of their right to reach full potential



EMPOWERMENT

of clients and staff to achieve individual and collective goals



INTEGRITY

actions consistent with beliefs



LEADERSHIP

on issues that impact adversely on individuals, families and community



COMMUNICATION

a commitment to open and ongoing dialogue with all stakeholders



PROFESSIONALISM

in all aspects of our work

Role Summary

To provide support coordination to participants of the National Disability Insurance Scheme (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 NDIS 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.

Key Performance Responsibilities

Service Delivery

1. 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.
2. Coordinate services as defined in the participant's NDIS plan, using a strength based and capacity building approach.
3. 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.
4. 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.
5. 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.
6. Work as an effective member of the team, with the ability to show initiative and take direction when necessary.

Data Collection and Reporting

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

Representation and Advocacy

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

Community Development and Education

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

Quality Improvement and Evaluation

1. Meet occupational health and safety requirements.
2. Ensure that relevant policies and procedures are followed.
3. Participate in regular supervision activities.

4. Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
5. Be aware of and meet relevant Quality Management System responsibilities.
6. Participate in relevant evaluation activities.
7. 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.

Key Selection Criteria

Knowledge and Skills

1. Understanding of privacy and confidentiality obligations.
2. Demonstrated experience of working with people with a disability and / or experience in coordinating services for people with disabilities.
3. Excellent interpersonal and communication skills, including the ability to initiate and maintain contacts with a broad range of service providers.
4. Excellent administrative, organisational and time management skills, including the ability to prepare clear and concise reports.
5. High-level engagement skills and ability to establish empowering and positive partnerships with participants and their families.
6. Understanding of relevant legislation including the National Disability Insurance Scheme Act 2013, Disability Act 2006 and the NDIS operational guidelines.
7. Sound knowledge and experience of service delivery in the National Disability Insurance Scheme.
8. Well-developed computer skills, with the ability to create plans, program reports and other documentation as required.
9. The ability to problem solve, use initiative and think creatively.
10. The capacity to work both independently and as part of a multidisciplinary team.

Qualifications

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

Safety Screening

All applicants are subject to a National Police History Check.

Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

A current Employee Working with Children Check (WWCC) card is required.

NDIS Worker Screening Check is required.

Current Australian Drivers Licence is required.

Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All staff and volunteers must abide by a Code of Conduct.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.