

POSITION DESCRIPTION

Position Title	NDIS Support Coordinator
Work Type:	Full Time or Part Time
Reports To:	Manager
Employment Conditions:	Social, Community, Home Care and Disability Services (SCHADS) Award Level 4

THE SCOPE AND PURPOSE OF THE JOB

The NDIS Support Coordinator is responsible to provide support coordination for the NDIS participants and work closely with participant, families, Office of Public Guardian, Public Trustee, NDIA and local service providers.

The position will assess the needs of individuals and coordinate responses that support their goals, offer a flexible and innovative range of interventions regarding services available and provide support coordination to those who are in receipt of NDIS funding packages.

The Support Coordinator will assist clients to build their capacity to make informed decisions about the implementation of supports in their NDIS plan. This includes mainstream, informal, community and funded supports.

Working as part of a Support Coordinator team, you will maintain an effective and consistent approach to service delivery under the direction of the Manager.

Reporting to this position

- Nil.

Key Responsibilities:

Support Coordination

- Working with participants to achieve their goals in line with their NDIS plan.
- Engaging and coordinating service providers on behalf of participants and link participants to relevant providers
- Providing ongoing support coordination services to participants in line with their NDIS plan Assess the effectiveness of team members and participates in organising the allocation of staff.
- Support clients to build their capacity, resilience and networks with the aim of greater choice and control and independence in managing their personal choices.
- Provide advice to participants and their carers on the evolving environment of the NDIS.
- Complete all associated administrative work with NDIS Support Coordination such as:
 - prepare NDIS progress reports on a regular basis.
 - track and report on individual NDIS plan expenditure.
 - Report and record hours worked against NDIS plans.

- Contribute to the development and implementation of the organisation strategic and operational plans.
- Knowledge and understanding to the principles of Equal Employment Opportunity, NT WHS legislation, NT Disability Services Act and NDIS legislation.
- Work effectively with persons of Aboriginal and Culturally and Linguistically Diverse (CALD) backgrounds.
- Actively participate in regular support and supervision with the Team Leader, including continued professional development and performance reviews.
- Contribute to or participate in Continuous Improvement (CI) activities and implement CI strategies into work practices.

Selection Criteria

Essential minimum requirements:

1. A tertiary qualification in Community Services, Mental Health, Disability, or other related Allied Health discipline.
2. A minimum of two years' experience working as a Support Coordinator or within Disability, mental health sector.
3. Have experience in the disability field and demonstrated a solid knowledge and understanding of the NDIS including mandatory reporting, Quality and Safeguards, NDIS Price Guide and flexibility within budgets.
4. Demonstrated skills and knowledge in the area of planning, implementing, reviewing and evaluating effective service plans
5. Demonstrated ability to work with a client focused environment to build client capacity and provide choice and control to manage participant's service plans.
6. Demonstrated ability to case manage several complex cases concurrently, with an emphasis on participant life goals.
7. Demonstrated ability to build high quality relationships with external service providers, government departments, and participants formal and informal supports.
8. Possession of good knowledge of local service providers, both specialist and mainstream, and the ability to search and source services to meet participant goals.
9. Demonstrated ability and willingness to work in a competitive market environment where required to meet targets.
10. Demonstrated ability to work as an effective and collaborative team member and autonomously, thinking outside the box to address complex issues including managing competing priorities, using initiative to problem solve and manage own workload.
11. Demonstrated ability to identify, measure and report on outcomes within the deadlines.
12. Demonstrated ability to use computer IT systems including MS Office and Client Management software, PRODA, and MyPlace service bookings. Current working with children Clearance (Ochre Card).
13. NDIS Worker Screening Check (forms.pfes.nt.gov.au/safent/).
14. NDIS Worker Orientation module (training.ndiscommission.gov.au).
15. Current Police Check not less than 6 months old.
16. Proof of current COVID-19 vaccination including Booster Certificate as mandated by the Northern Territory Chief Health Officer.

- 17. A current First Aid Certificate.
- 18. A current unrestricted NT Driver Licence.
- 19. Have own reliable vehicle.
- 20. Evidence of Australian work rights (current Visa, passport, or birth certificate)

Desirable:

- 1. Previous or current experience working with families and carers of people with complex requirements including mental health, behavioural or high support needs.
- 2. Experience working in NDIS Support Coordination.

OTHER DUTIES:

From time to time there may be duties required by the management of TK Community Care Services of this position that are not listed within the position description within your skills and competencies.

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