

Position Description
Support Coordinator (NDIS)
411511-13

Position Objective

To facilitate the implementation of all supports identified in a participant's NDIS plan and to assist in the development and achievement of a participant's goals to maximise opportunity and independence.

Primary Roles and Responsibilities with Key Performance Indicators

Support Coordinator Responsibilities	<ol style="list-style-type: none"> 1. Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate appropriate support and services and to connect with community support and mainstream services in a manner consistent with practice guidelines, legislative and statutory requirements. 2. Coordinates services as defined in the participant's NDIS plan, using a strengths-based and capacity building approach. This will include informal supports, mainstream services (housing, education, health), specialist services and NDIS funded supports. 3. Provide participants with a choice of service providers where possible and communicate regularly with participants regarding their service delivery preferences. 4. Prepare, implement and review service agreements, service bookings, goal outcomes, program relevance and service outcomes to ensure appropriate standards of service and support are provided. 5. Responds to and resolves crisis circumstances that impact on a participant's ability to achieve their goals. 6. Network and develop relationships with key stakeholders in order to grow demand for Support Coordination activities and service delivery. 7. Liaise with NDIA planners, support providers, participants and their carers and other key stakeholders in a collaborative manner with a high level of customer service and view to designing solutions that are acceptable to all parties. 8. Identifies opportunities for innovative service delivery empowering participants to exercise choice and control to access a range of supports and services. 9. Supports individuals to navigate the service system and to explore a range of service options available to them. This includes negotiating agreed supports with service providers and/or relevant agencies. 10. Monitors and reviews the effectiveness of supports and negotiate changes as appropriate. 11. Maintains accurate and comprehensive participant information to monitor and report progress towards goals, including electronic file notes and up-to-date registers/data bases. 12. Ensure support coordination is completed as per the Service Agreement and claims for payment are lodged regularly. 13. Ensure the participant's plans are implemented in accordance with the allocated budget
Efficient and Effective Service Delivery	<ol style="list-style-type: none"> 1. Participate in continuous quality improvement processes. 2. Comply with organisation processes in carrying out: <ol style="list-style-type: none"> a) Timely and accurate completion of data relating to service delivery b) Reporting of outcomes/deliverables in line with funding agreements



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Professional Conduct	<ol style="list-style-type: none"> 1. In your position, you are responsible for the interchange and management of communication with internal and external stakeholders. 2. Compliance with organisational code of conduct 3. Compliance with organisational policies and procedures, including infection control and confidentiality 4. Compliance with relevant legislation such as work health and safety, equal opportunity and anti-discrimination 5. Compliance with Code of Professional Conduct and Statement of Ethical Practice for National body relevant to this discipline 6. To behave in a professionally responsible and accountable manner at all times <p>Flexibility in working role related to changing job requirements including:</p> <ol style="list-style-type: none"> 1. Willingness to take on activities or tasks that may fall outside of regular duties 2. Capacity to identify and/or respond to areas of need within the workplace in negotiation with Line Manager
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Key Performance Indicators

Contract Deliverables (70%)	<ul style="list-style-type: none"> • Achievement of individual service delivery targets
Compliance (20%)	<ul style="list-style-type: none"> • Accurate recording of all case notes • Accurate completion of Support Logs and Service Agreements to enable billing for services • All reporting requirements completed within required timeframes (both internal and external)
Business Development (10%)	<ul style="list-style-type: none"> • Growth – 15% increase in hours of service delivered annually (up to maximum hourly capacity) • Contacts with key stakeholders – meetings; service promotion; feedback

Reporting

This position reports to the Community Programs and Contract Compliance Manager

Additional Information

Salary package:

Commensurate with qualifications and experience
 Salary Sacrifice entitlement up to \$15900pa
 Employer contribution to superannuation 10%
 Annual leave loading 17.5%

Hours:

This position is 1 full time equivalent (FTE), based on a 76 hours per fortnight.

Location:

This position is based in Mount Isa.

Travel Requirements:

Regular travel (usually monthly but occasionally fortnightly) to communities throughout the Central West, North West and Lower Gulf areas of Queensland will be required. Travel may be by road and/or in small planes to communities. Overnight stays of up to 4 nights per occasion may be required.

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Criminal History Check: All final applicants for this position will be asked to consent to a criminal record check. Please note that people with criminal records are not automatically excluded from applying for this position. Each application will be considered on its merits.

Selection criteria

Essential

1. Comprehensive knowledge of the National Disability Insurance Scheme and the role of a Support Coordinator.
2. Experience in provision of Support Coordination activities and/or the ability to locate, coordinate, manage and/or facilitate a range of supports and support providers to meet identified needs and to connect participants with mainstream and specialists supports.
3. Demonstrated ability to work autonomously to achieve required outcomes and experience in achieving targets.
4. Demonstrated commitment to supporting people with disabilities to achieve their personal goals and an awareness of Indigenous issues and the ability to work in a culturally sensitive manner.
5. Demonstrated high level communication skills with the ability to communicate (verbally and in writing) with a wide variety of stakeholders.
6. Minimum of Certificate IV in Disability Support (or similar) or lived experience of disability with experience in Case Management.
7. Ability to undertake work in communities away from home base, travelling by road or in small planes.
8. Ability to work flexible hours when required.
9. Demonstrated computer literacy with intermediate level skills across the Microsoft Office Suite of applications.
10. Current Influenza/COVID vaccinations and ability to provide evidence
11. Current unencumbered Class 'C' driver's licence.
12. To be considered you must be an Australian or NZ Citizen or Permanent Resident or have a relevant visa allowing you to live and work in Australia with no restrictions. NWRH does not undertake visa sponsorships.

Desirable

1. Experience working for a not for profit organisation.