

Position Description NDIS Support Coordinator

Flourish Australia – Supporting Mental Health and Wellbeing

Position Details

Position Title:	NDIS Support Coordinator
Position Level:	Level 4
Award (equivalent):	Social, Community, Home Care and Disability Services Industry Award 2010
Employment Type:	Closed-Period Contract
Hours of Work:	In accordance with letter of offer.

Position Summary

The National Disability Insurance Scheme (NDIS) supports people with a permanent and significant disability that affects their ability to take part in everyday activities and gives people more choice and control over how, when and where those supports are provided.

The NDIS Support Coordinator will be responsible for establishing a positive collaborative relationship with the person and their support network and will assist the person to identify, link with, and coordinate supports in their local communities, to build skills, overcome barriers and achieve goals. The NDIS Support Coordinator will have the responsibility to ensure the implementation of the person's plans and the achievement of their goals.

The NDIS Support Coordinator will need to have a strong understanding of the NDIS and the role of an NDIS Support Coordinator, and will be required to support people who have coordination of support in their plans to access said supports more effectively. The position is also required to ensure that people who have expressed an interest in receiving support from Flourish Australia are engaged and effectively transitioned to suitable services.

About Flourish Australia

Flourish Australia's fundamental and enduring commitment is to people's mental health and wellbeing, supporting them to thrive and live a contributing life. For over 60 years Flourish Australia has supported, assisted and encouraged people's mental recovery and wellbeing. Over this time many thousands of people's lives have changed for the better.

Vision

To enable full participation within a diverse and inclusive community

Mission

Working together for optimal mental health and wellbeing

Values

Hope, inclusion, partnership, diversity, integrity, respect, trust

Relationships and Authority

- Reports to: Manager. On occasion, an NDIS Support Coordinator may report to a Senior Mental Health Worker or Senior Peer Worker based on a local need basis.
- Direct reports: Nil.
- External: Key external relationships may be with people accessing the NDIS, people seeking assistance to access the NDIS, families and carers, Local Health District professionals, clinicians/GPs, agents for Housing, Primary Health Districts, Community Mental Health Service providers and the broader community.

Organisational Accountabilities

As a NDIS Support Coordinator with Flourish Australia, you agree to:

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key Tasks and Responsibilities

In the course of performing your role as a NDIS Support Coordinator, you will:

- Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate appropriate support and services, and connect with community support and mainstream services.
- Ensure support coordination is completed as per the agreed work schedule and claims for payment are regularly documented and/or lodged through the NDIA portal.
- Identify and coordinate a range of supports and service providers to meet the identified needs of people accessing the NDIS.
- Ensure that support responses focus on participant goals and objectives.
- Liaise with and report as required to the NDIA and/or associated organisations such as the Lead Agency for Partners In Recovery in relation to NDIS participants and their plans.
- Use local knowledge and sector expertise to increase opportunities for people with a lived experience of a mental health issue to be connected in local communities.
- Build NDIS participant and family capacity to understand and navigate service systems.
- Provide advice and consultation to NDIS participants and their families on NDIS pathways and processes as well as provide alternative support options where applicants are considered ineligible to access NDIS.
- Regularly monitor the expenditure of a participant's NDIS plan in order to support participants to remain informed as to their rate of expenditure and the potential implications for the remaining duration of their NDIS plan.
- Deliver services and support with a high level of quality and satisfaction.
- Keep accurate and complete records of your work activities in accordance with legislative and operational requirements.
- Support NDIS participants, families and carers to develop resilience in the NDIS participant's network.

Required Skills and Personal Attributes

To be successful in this role, you are required to:

- Be proficient with technology and have a workable knowledge of databases.
- Work independently and as part of a team.
- Be able to effectively utilise NDIS packages by using their knowledge of the NDIS, the service system, being assertive, and 'making things happen' in a professional and timely manner.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.

- Have excellent time management and coordination skills.
- Have excellent communication skills, including advocacy and report writing skills.
- Apply sound working knowledge of recovery-oriented practice.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

Essential criteria:

1. A diploma or degree in the behavioural sciences or a health-related discipline.
2. Demonstrated strong time management skills including prioritisation of competing tasks and an ability to work innovatively to solve complex issues.
3. Demonstrate understanding of the challenges faced by people with a lived experience of severe and persistent mental health issues and how providing a recovery oriented service is of benefit to people.
4. Understanding of public sector and community based service systems relevant to people with lived experience and complex needs, and demonstrated experience navigating such systems and using influence to achieve positive results.
5. Demonstrated experience in the provision of support and coordination for people with a lived experience of a mental health issue.
6. Demonstrated strong communication, advocacy and interpersonal skills including the ability to liaise effectively with a wide range of stakeholders, facilitate outcomes and prepare correspondence & reports in clear and concise language.
7. Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
8. Current Australian Driver’s Licence.

Desirable criteria:

1. A carer role or having a lived experience will be an advantage.
2. Knowledge of relevant legislative and funding requirements, including knowledge of the NDIS and its processes.

All appointments with Flourish Australia’s Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

Agreement

I, _____, have read and understand my obligations as a NDIS Support Coordinator with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

NDIS Support Coordinator

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.