



Where mental wellbeing thrives

Position Description NDIS Mental Health Access Officer

"Where mental wellbeing thrives"

Position Details

Position Title:	NDIS Mental Health Access Officer
Position Level:	Level 4
Award:	Flourish Australia Enterprise Agreement 2018
Employment Type:	In accordance with employment contract
Hours of Work:	38 hours per week

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 MH Access Officer with the Connect and Thrive program &/or Commonwealth Psychosocial Support program will identify people accessing the program(s) who are eligible to access the NDIS. They will support them and their families to obtain the appropriate utility from the NDIS and to navigate the complex application process effectively.

Further, the NDIS MH Access Officer will collaborate with the National Disability Insurance Agency (NDIA), Mental Health Services including district Support Coordinators, NDIS Providers, and other Health and Disability sector staff as required to support access to appropriate services, thereby ensuring people are connected to the NDIS and the supports they will benefit from.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia's vision is creating communities where everyone's mental health and wellbeing flourishes.

Mission

Supporting people to flourish, believe in their future and their place in the community.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Relationships and Authority

Reports to:	Manager and/or Team Coordinator
Direct reports:	Similar or lower classified staff (as required)
External:	NDIS participants, families and carers, the NDIA, LHD Staff, PHN Staff, Allied Health Staff, General Practitioners, CESPEN, and the wider community.

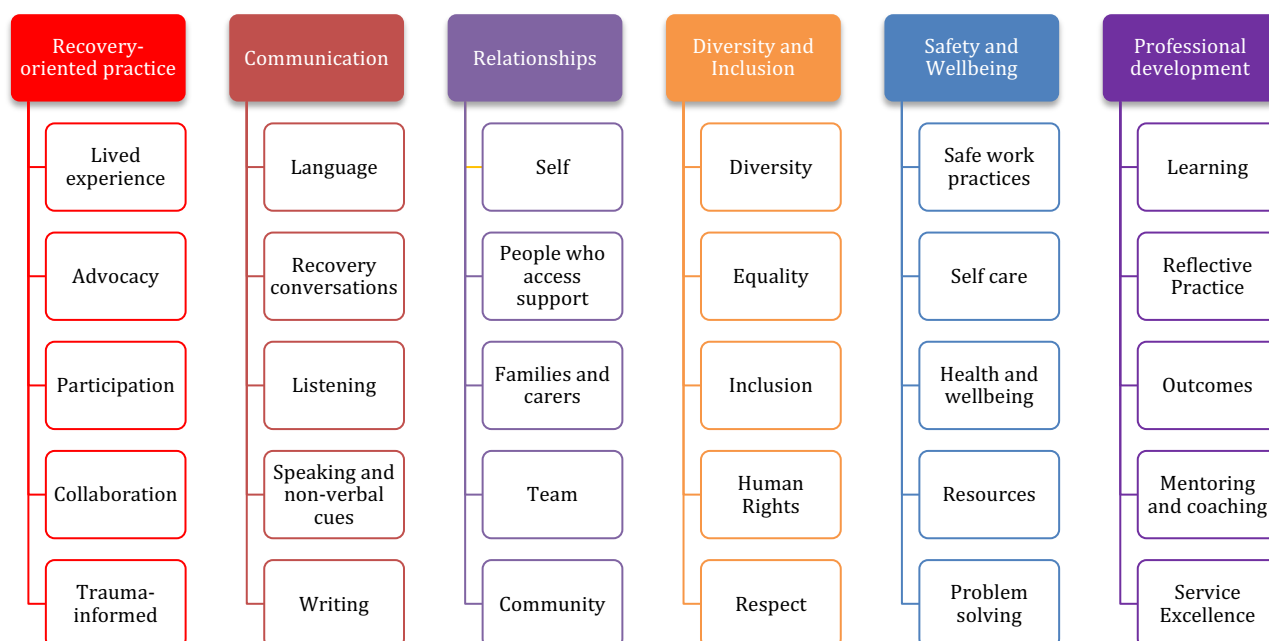
Organisational Accountabilities

- Abide by all Flourish Australia policies and procedures.
- Complete all mandatory training.
- Report all incidents in the incident reporting database.

- 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 capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be more frequent (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> Hand/arm Foot/leg 	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in residential settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.

Lifting and carrying <ul style="list-style-type: none"> • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg 	Constant Occasionally Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.
---	--	---

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g., episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g., child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g., self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g., drug and alcohol induced, episodic situations, visiting people's homes

Key Tasks and Responsibilities

- Assist with identification of prospective NDIS participants who are referred to the Program(s)
- Facilitate access to the NDIS and work in collaboration with all staff to ensure relevant forms are completed, evidence is gathered and documentation is lodged with the NDIA.
- Monitor progress for people through all stages of the NDIS process, including access, plan development, plan implementation and plan review.
- Identify opportunities to reduce delays, streamline processes and resolve issues whilst maintaining comprehensive records.
- Support capacity building regarding processes and procedures for all staff by providing learning opportunities so that staff can become effective and efficient in all aspects of NDIS applications.
- Develop strong relationships with local NDIA staff and NDIS providers, particularly support coordinators to ensure that participants receive appropriate supports in the community and are less likely to require hospitalisation.
- Assist with building staff knowledge and skills in relation to the NDIS and participate in Communities of Practice to create and share knowledge.
- Have a good understanding of the role of the NDIS Quality and Safeguards Commission, and when to escalate concerns as per Flourish Australia protocol.
- Provide feedback and have ongoing engagement with managers around the outcomes, challenges and lessons learnt from the work.

Required Skills and Personal Attributes

- Be proficient with technology and have a workable knowledge of databases.
- Work independently and have excellent interpersonal skills.
- Be able to effectively utilise NDIS packages by using expert knowledge of the NDIS, the service system, by being assertive, and 'making things happen'.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems
- Able to maintain accurate, professionally appropriate and current records and written reports.
- Have excellent time management skills.
- Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
- Have excellent verbal and written communication skills, including advocacy and report writing skills.
- Apply sound working knowledge of recovery-oriented practice.
- Implement strategies to maintain personal wellness and request support (as required).

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:

1. Tertiary qualifications in human services or relevant field OR relevant Certificate IV in mental health related discipline
2. Excellent administration skills and at least 2 years experience in mental health related field as recognised by Flourish Australia.

3. Demonstrated experience with facilitating multi-disciplinary coordinated planning where multiple providers work together to wrap-around services.
4. Demonstrated experience working with people with psychosocial disability and supporting them to access and utilise the NDIS.
5. Demonstrated ability to build the capacity of staff, through training of groups and coaching of individuals.
6. Strong time management and organisational skills and proven capacity to prioritise work commitments.
7. Excellent interpersonal skills including the ability to work with individuals from diverse backgrounds and cultures, and to work as part of a multidisciplinary teams across multiple sites to develop collaborative relationships and networks between agencies.
8. Current unrestricted Australian drivers licence.

Desirable:

1. A personal lived experience of a mental health issue OR a carer of a person with a lived experience.
2. Developing expert knowledge of relevant legislative and funding contract requirements.

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 MH Access Officer 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 MH Access Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team.