

POSITION DESCRIPTION

Position Title:	NDIS Care Coordinator
Reports To:	Senior NDIS Coordinator
Supervising:	N/A
Liaises with:	NDIS Support Coordinators, Wintringham Rostering Coordinators, External Service Providers, Wintringham NDIS clients, Wintringham Residential Aged Care services and recreation teams
Location:	Outer North Office 61 Riggall Street, Broadmeadows
Classification:	Wintringham EBA
Hours:	Fixed Term Part Time

Program Description:

Wintringham's National Disability Insurance Scheme (NDIS) services are primarily targeted at frail, older people over 50 years of age who are vulnerable and are experiencing a life long disability.

This role will act as a customer service role for NDIS participants wishing to purchase direct care services from Wintringham. The NDIS Care Coordinator will work with NDIS participants to ensure that Wintringham services align with their NDIS Plan and assist them to work towards their goals.

The NDIS Care Coordinator position will work alongside NDIS Support Coordinators, both Wintringham and external. The role will support the work of Wintringham's Rostering Coordinator by gathering the required information so the Rostering Coordinator can best match staff and services to the participant.

NDIS Care Coordinator Responsibilities:

- Working together with clients and their NDIS support coordinator to achieve their goals in line with their NDIS plan
- Engaging with clients, their supports and external stakeholders to improve services and develop new services
- Advocating for positive outcomes in a client centred approach and ensuring services meet client's requirements
- Implementing and Coordinating Client NDIS services within their Core budget



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- Assisting clients to understand their NDIS plan when they don't have NDIS support coordination funded
- Assess risks for the participant, and ensure services provided minimise risk
- Gather information required by Wintringham Specialist Support Services so delivery of care meets participants needs, and aligns with NDIS plan
- Generate Service Agreements for Wintringham's direct care services provided through the NDIS.
- Ensure agreements are completed correctly and filed.
- Utilise Goldcare to record expenditure against participants NDIS plans.
- Follow up with Wintringham services and clients for submission of log sheets, confirming delivery of services.

General

- Undertaking work in line with the organisations policies, procedures and values
- Maintaining clear professional boundaries with customers
- Recognise the rights of clients to lifestyles of their choice and provide support to maintain their independence.
- Attend combined service meetings and staff training as required.
- Notify Program Manager of any issues of concern or where you are unsure of your legal responsibility or safety issues.
- Ensure client confidentiality is maintained at all times.
- Maintaining accurate and up to date case notes on client service progress

Wintringham Quality

- Pursue any complaint about services without retribution.
- Keep statistics and data as required.
- Meet with Line Manager for Supervision as negotiated.
- Participate in staff meetings as required.
- Participate in annual Performance Appraisals.
- Perform other duties as directed by the Senior NDIS Coordinator from time to time.
- Be aware of relevant legislative standards and guidelines.
- Proactively assist with the maintenance of Wintringham's Quality Improvement System and to accept responsibilities as defined in the relevant policies and procedures.
- To pursue relevant on-going professional development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.
- All Wintringham staff are expected to practice open communication and pro-actively participate in problem solving where issues or areas of disagreement



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arise, as per the Open Communication Policy found in the Leadership and Management Manual.

Health & Safety Responsibilities:

As a Wintringham employee you have the following responsibilities under the OHS Act 2004.

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004

Skills/Experience:

- Excellent communication and interpersonal skills with clients and other Wintringham staff.
- An understanding of the National Disability Insurance Scheme
- High level computer skills in the use of Microsoft Office and Outlook.
- Demonstrates good time management, organisational ability and problem solving skill.
- Knowledge of Goldcare.
- Ability to undertake administrative tasks which may include the following: computer work, filing, writing reports and memos, case notes and client records, participation in meetings, managing resources and analysing information and data.



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Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME _____

SIGNED _____ DATE _____

