

## POSITION DESCRIPTION

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<b>Position Title:</b>	NDIS Support Coordinator
<b>Reports To:</b>	NDIS Senior Coordinator
<b>Supervising:</b>	N/A
<b>Liaises with:</b>	NDIA Local Area Coordinators, NDIA Planners, Community Case Managers, Residential Care Managers, finance staff, external service providers, clients and residents.
<b>Location:</b>	Various
<b>Classification:</b>	Wintringham EBA
<b>Hours:</b>	Full Time – Fixed Term (12 month contract)

### **Program Description:**

Wintringham's NDIS programs are primarily targeted at frail, older people over 50 years of age who are vulnerable and are experiencing a life long disability.

The NDIS Support Coordinator position is funded Federally, through the NDIA (National Disability Insurance Agency). The NDIS Support Coordinator will be responsible supporting clients who require assistance with linking to services relating directly to their diagnosed disability.

The NDIS Support Coordinator will work closely with the NDIA Local Area Coordinators, NDIA Planners, Wintringham Case Managers (Community), Wintringham Care Managers (residential) and Wintringham Centralised Rostering Team.

### **NDIS Support Coordinator Responsibilities:**

#### **Client Work**

- Input with ongoing NDIA Assessment of clients (annually). Advocating and responding to the clients needs and identify appropriate solutions in consultation with the client and NDIA Planner.
- Develop, implement, and review case files and relevant documentation for each client.
- Provide practical and immediate assistance to clients to overcome crises relating directly to their disability.
- Effectively manage services provided within budgetary constraints.
- Participate in care reviews with Local Area Coordinators/NDIA Planners and client.



## POSITION DESCRIPTION

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- Provide emotional support to clients.
- Exit clients from package.
- Monitor the degree to which client needs are being met by the program and other service providers.
- Encourage and support the client group to make decisions regarding their use of services and to manage their own health and welfare needs.
- Ensure service provision is of a high standard, relevant to a client's assessed needs and culturally and gender sensitive.
- Ensure service provision is directly relevant to the client's personal goals, and contributing directly to outcomes relating to their goals.
- Provide increasing level of support for clients as required.
- Recognise the choice, independence and quality of life of the client population.
- Ensure confidentiality is maintained at all times.
- Through initial and ongoing assessment conducted by the LAC and NDIA Planner, identify necessary client supports and services.
- Regularly monitor the health and welfare of clients.
- Link clients with a variety of social, emotional, recreational and allied services based on their assessed disability needs outlined within the NDIS Plan.

### Advocacy

- Assist in enhancing responsiveness of local service providers to the needs of the target group and the achievement of sustainable improvements in the quality of service delivery.

### Information and referral

- To develop effective working relationships with other key service providers such as Local Area Coordinators (NDIA designated Organisations), NDIA Planners, NDIA, Community Health Centres, Home Care Services and other allied health and welfare providers.

### General

- Develop an extensive knowledge of services/resources available within the community.
- 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.
- Observe and report change in client's mental status, behaviour or physical condition.
- Develop an awareness of health and safety issues and appropriate action to be taken in relation to the community environment.
- Advocate on client's behalf.



## POSITION DESCRIPTION

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- Ensure client confidentiality is maintained at all times.
- Maintain accurate records of client's assessment, care plan and service provided.
- Assist clients to maintain and or improve their health and wellbeing.
- Assist in enhancing responsiveness of local service providers to the needs of the target group and the achievement of sustainable improvements in the quality of service delivery.

### **Wintringham Quality**

- Pursue any complaint about services without retribution.
- Keep statistics and data as required.
- Meet with senior coordinator for supervision as negotiated.
- Participate in staff meetings as required.
- Participate in annual performance appraisals.
- Perform other duties as directed by the senior 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 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

### **Qualifications:**

#### **Mandatory**

- First Aid Certificate Level 2.
- Current drivers licence.
- A degree in Social Work, Nursing or an Allied Health discipline.
- Demonstrated experience in service coordination



## POSITION DESCRIPTION

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### **Skills/Experience:**

#### **Essential**

- Knowledge and experience of NDIS.
- Demonstrates a commitment to ongoing professional development.
- Demonstration of effective communication skills with clients, residents and other Wintringham staff.
- Ability to provide person centred approach and strengths based approach together with a strong collaboration approach.
- Demonstrates good time management and problem solving skill.
- Understand the risks associated with the work and ways to mitigate these.
- A commitment to social justice.
- Commitment to working with older, homeless people and people with unmet, complex care needs.
- Effective networking skills - ability to strategically work with and influence local service systems to improve responsiveness to the client group.
- Awareness of and respect for difference in cultural backgrounds and value systems of the clients.
- Excellent written and verbal skills.
- 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.
- Use technology including photocopier, telephones including mobiles, fax.

#### **Desirable**

- Information and referral skills and a knowledge of the disability, housing, community health and homeless service systems.
- Knowledge of issues associated with ageing.
- Ability to work with people with complex needs including alcohol and drug dependence, psychiatric disability and acquired brain injury.
- Knowledge and experience with the community health sector.
- Knowledge and experience with the disability sector.

*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.**



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**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 \_\_\_\_\_

