



## Position Description

<b>Position Title</b>	NDIS Support Coordinator
<b>Department</b>	Operations
<b>Agreement / Award</b>	Social, Community, Home Care, Disability Services Award 2010
<b>Location</b>	Within Australia – Bairnsdale
<b>Salary</b>	\$74,179 per annum (pro-rata). Not For Profit Salary packaging up to \$15,900+ in tax free pay per FBT year.
<b>Status</b>	Full-Time

## About Within Australia

Within Australia is committed to excellence, equity and quality in mental health. It achieves this by developing collaborations that generate hope, meaning, self-identity, and responsibility. Established in 1992, Within Australia is a leader in Psychosocial Rehabilitation Support and Recovery oriented services. We aim to have planned, systematic, evidence-based and best practice approaches to all that we do.

Within Australia:

- assists people with mental health problems to manage their own illness experience and motivate them to set goals and lead satisfying and fulfilling lives
- is a registered provider with the National Disability Insurance Scheme (NDIS)
- has four (4) service outlets which are located in Bairnsdale, Sale, Traralgon and Wonthaggi
- employs approximately 65 full and part-time staff
- is governed by a community based Board of Governance
- has a history of delivering programs that offer a point of difference
- has adopted four (4) research validated models of service as the agency's method of intervention
- actively participates in research
- has been awarded four (4) Australian and New Zealand Mental Health Service Awards since 2007
- is an equal opportunity employer

For further information see website [www.withinaustralia.org.au](http://www.withinaustralia.org.au)

### **Our Beliefs**

- Community - we make a positive difference in the communities in which we work
- Our People - we value our people and their contribution to our organisation
- Focus - we think globally and act locally
- Sustainability - we work to build a strong and vibrant organisation for future generations
- Equality - we value equality of opportunity for all people

### **Our Values**

- Equity – we strive to treat all people in a fair and impartial manner
- Honesty – we are truthful and sincere in all our relationships
- Respect – we recognise, admire and value the ability, knowledge and input of others
- Integrity – we are always guided by strong moral principles and honesty
- Excellence – we strive to achieve greatness and outstanding service
- Transparency – we will operate in a way that creates openness, trust and clarity
- Success – we will always strive to achieve our goals of helping others lead a better, happier and healthier life

### **Expectations of All Staff:**

- Uphold Within Australia's Vision, Core Purpose and Values and seek ways in which to add value to the organisation
- Operate within the formal delegations framework of the organisation and in accordance with organisational policies, procedures and guidelines
- Ensure that the CEO is well informed about Within Australia business
- Maintain a high level of discretion and confidentiality
- Develop and maintain effective and professional working relationships with stakeholders and colleagues
- Ensure the maintenance of a safe working environment for clients, staff, contractors and visitors
- Participate in the organisation's continuous quality improvement related activities and processes

### **Position Summary:**

The primary purpose of the support coordinator is to assist **within's** NDIS participant's abilities to connect to and coordinate informal, mainstream, community and funded supports in a complex service delivery environment.

### **Primary Responsibilities & Tasks:**

This position description is not definitive, it reflects the current requirements of the role. As duties and responsibilities evolve and develop the position description will be amended from time to time in consultation with the incumbent.

### **Service Delivery:**

1. Work with participants to achieve their goals in line with their NDIS plan
2. Involve carers, family and friends in the implementation of individual packages where appropriate
3. Use a coaching approach to build participants capacity to coordinate their NDIS plans, negotiate appropriate support and services, and connect with informal, mainstream, community support and funded services
4. Negotiate services to be provided and their prices (where applicable), develop service agreements and create service bookings with preferred providers, ensuring that the participants choice and control is promoted and maintained at all times
5. Resolve points of crisis and develop resilience in a participant's network
6. Use local knowledge and sector expertise to increase opportunities for participants to be connected in local communities
7. Work with the client and other providers to develop a Risk Assessment and Management Plan to ensure continuity of care and provision of services
8. Ensure support coordination is completed as per the participants **within Australia NDIS service agreement – schedule of supports**, and claims for payment are regularly documented and/or lodged through the NDIA portal
9. Regularly monitor the expenditure of a participants 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
10. Keep accurate and complete records in 'supportability' of your work activities in accordance with legislation and operational requirements, and liaise with and report to the NDIA and/or associated organisations when required
11. Ensure Work Health and Safety guidelines are adhered to and all industry relevant legislation and codes of conduct are complied with
12. Represent **within Australia** and the NDIS program on relevant committees, advisory groups and other events as required and build awareness of the NDIS program's benefits with key stakeholders
13. Undertake work in line with **within Australia** policies, procedures and values
14. Deliver services and support with a high level of quality and satisfaction
15. Maintain clear professional boundaries with participants
16. Facilitate clients to engage in community connections

### **Quality and Compliance:**

1. To adhere to **within's** protocols, policies, standard operating procedures and funding and legislative obligations
2. Advise on Continuous Quality Improvement activities within the support coordination area
3. To produce quality client notes in accordance with **within's** policies and procedures
4. To be well informed and up to date in regard to **within's** protocols, policies and procedures
5. To maintain data collection requirements and case noting on **within's** Client Information Management system
6. Participate in the update and maintenance of policies and procedures and the strategic planning processes as required

**Stakeholder relationships:**

1. Liaise with other relevant service providers, Latrobe Regional Hospital – Mental Health Services, Community Health services, employment services, alcohol and other drug services, respite services, and carer support services
2. Where appropriate to develop referral pathways, ensure continuity of care and the provision of appropriate and complimentary services e.g. case conferences, recovery and program planning
3. Promoting positive community awareness of the services provided by within and generate a positive attitude in the community towards people with a lived experience of a mental health issue

**Internal relationships:**

1. Keep their Manager informed about issues and/or positive outcomes achieved with the participants
2. Effectively communicate with team members in a positive proactive manner ensuring consistency and professionalism at all times
3. Undertake regular supervision

**General:**

- Other duties as negotiated and directed

**Key Relationships**

<b>Reports to:</b>	Manager- Bairnsdale
<b>Direct Reports:</b>	N/A
<b>Key Internal Relationships:</b>	Counsellor, NDIS Supports Workers
<b>Key External Relationships:</b>	NDIA, NDIA Participants, Stakeholders and Partner Organisations

**Key Selection Criteria – Skills, Knowledge & Experience:**

- A genuine respect and desire to provide quality person-centered care to people with disability
- A sound knowledge of the National Disability Insurance Scheme, including framework and price guide
- Demonstrated ability and experience in establishing and maintaining effective collaborations with service providers and stakeholders
- Excellent communication skills with the ability to negotiate compromise and resolve conflict
- Advanced skills in Microsoft Applications, Word, Excel, Email and Internet
- Commitment to working within equal opportunities and anti-discriminatory practice

### **Personal Attributes:**

- Creates a fun and exciting work atmosphere that is driven, hardworking and goal orientated
- Demonstrated ability to work effectively both independently and as part of a team
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner
- Works as part of a team and shows professionalism
- Punctual in both attendance on shift and attendance at staff meetings
- Immediately responds to customers' needs or concerns
- Recognises and acts on the need for support and will accept and delegate responsibility when required
- Models, demonstrates and teaches positive values that reflect the organisation's values
- Maintain high standards of presentation and personal grooming

### **Qualifications and Certifications**

#### Essential -

- Evidence of your professional qualifications
- Current Police Check
- Current Working with Children's Check
- Current NDIS Worker Screening Check
- Current Victorian driver's license
- Minimum Level 2 First Aid certification
- A declaration of any pre-existing health issues and any unresolved work cover matters that may impact on the ability to perform the duties as required

#### Desired –

- A relevant tertiary qualification

### **Performance Standards:**

Performance will be measured by:

1. Agreed performance appraisal objectives
2. The extent to which position and responsibilities are achieved
3. The degree of professionalism, flexibility displayed
4. Reliability, quality and courteousness of service delivered
5. Effective teamwork



## **Conditions of Employment**

- The successful applicant will be subject to a Police Records Check
- The successful applicant will hold a current Working with Children Check
- Superannuation benefits are as per the Superannuation Guarantee Act (10%)
- All employees may be asked to work early mornings, afternoons, evenings and weekends or be involved in a roster
- The ongoing nature of this position is dependent on a six (6) month probationary period and satisfactory performance appraisals linked to agreed outcomes