

Position Description



Title	NDIS Support Coordinator
Business Unit	Disability and Mental Health
Location	321 Ferntree Gully Rd, Mount Waverley, and/or 291A Maroondah Hwy, Ringwood
Employment type	Ongoing Full Time / Part Time
Reports to	Team Leader, NDIS Support Coordination

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The aim of the support coordination team is to provide support coordination for National Disability Insurance Scheme (NDIS) participants, strengthen participant's ability to navigate the NDIS and coordinate their supports and to facilitate implementation of all supports identified in a participant's plan. This position works to a standard consistent with the guidelines set out by the National Disability Insurance Agency (NDIA).

The role of the Support Coordinator is to support National Disability Insurance Scheme (NDIS) Participants to achieve their NDIS Plan goals, by coordinating:

- Informal supports e.g. connecting with family, friends and other community groups or networks;
- Mainstream supports e.g. working with other sectors that have a responsibility to support NDIS participants e.g. Health (hospitals); education (school, TAFE); housing; and justice; and
- Funded supports e.g. the funding for services outlined in a person's NDIS Plan, liaising with service providers who can deliver these supports.

Approved by: (position [see delegations of authority policy])	Page 1 of 5	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

NDIS Support Coordinator

The role is performed in a competitive market environment where customer satisfaction with service quality and outcomes is essential for customer retention and attraction, and business sustainability.

In the NDIS there are three levels of Support Coordination. This role is responsible only for Support Coordination and does not include Support Connection or Specialist Support Coordination (see NDIS Price Guide for further information).

3. Scope

Budget: *nil*

People: *nil*

4. Relationships

Internal:

- Support Coordinator colleagues
- Customer Service Hub
- Team Leader and Senior Manager Support Coordination
- All Uniting Staff

External

- NDIS participants / families / carers
 - State Department of Health and Human Services (DHHS)
 - National Disability Insurance Agency (NDIA)
 - Local Disability and Community Service providers e.g. Health, Education, Justice, Housing
 - Local Area Coordinators (LACs)
 - Other Service providers and referral partners
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5. Key responsibility areas

Service delivery

- Assists NDIS Participants to identify and plan strategies to achieve their personal goals as specified in their NDIS plans, within a person-centred framework
- Works equitably with Participants with respect to each individual's right to dignity, privacy, independence and respect
- Support clients to be implement their NDIS plan to maximise the value for money they receive from their supports
- Assist and coach participants on how to utilise the NDIS participant portal to make service bookings and changes, empowering participant choice and control
- Achieve targets as identified by the Team Leader Support Coordination, in line with the strategic business plan and guidelines as set out by the NDIS
- Develop trusting, positive and professional relationships with Participants and service providers
- Provide information to Participants and advocate when necessary to facilitate access to community services and facilities
- Support Participants in facilitating their independence by enabling empowerment and choice, and the promotion of personal resilience and social inclusion.

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NDIS Support Coordinator



Community Engagement and Education

- Liaises with carers, families and significant others involved in providing care, including specialist generic agencies and other mainstream service providers
- Conducts community presentations to raise awareness of the NDIS, including people with a disability in mainstream support.

Teamwork and Development

- Works collaboratively with other Support Coordinators within the team, and management
- Actively participates and engages in team meetings and initiatives
- Assists with problem solving and addressing any emergent issues
- Identifies any communication or workflow issues and makes suggestions for improvement
- Works towards goals and accepts guidance and direction from team leader and management.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

Legal requirements & risk management

- Operates within relevant legislation, and NDIA policies and guidelines
- Liaises regularly with the Customer Service Hub
- Carries out administrative tasks, including entering accurate case notes in a timely manner and maintaining files and statistics as directed
- Completes regular progress reports within required timeframes
- Undertakes other duties and functions as directed, commensurate with current level of skills and classification.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Performance indicators

- Ability to attract and retain NDIS Support Coordination participants
 - Achievement of NDIS Participants' goals
 - Customer satisfaction measures
 - Use of on-line systems to track and record performance data
 - Other key measures developed by Uniting, the NDIA or other key stakeholders.
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7. Person specification

Qualifications

- Tertiary qualifications in Social Work, Psychology, Occupational Therapist, and/or
- Certificate IV in Disability Services or similar and/or
- equivalent knowledge and experience within the sector.

Experience

- Experience in human services – disability, mental health, housing or experience in another relevant sector (desirable)

Core selection criteria

Values alignment

- ability to demonstrate and authentically promote Uniting's values

Knowledge:

- Knowledge and experience of the NDIS Support Coordination function and why it is important in building a Participant's capacity and to the overall success of the NDIS.
- Knowledge of relevant service providers across mainstream and other community service sectors, including mental health and disability providers
- Demonstrated understanding of the impact of disability upon a person's capabilities including the episodic nature of some disabilities (eg mental illness, physical or other neurological conditions)

Communication and Interpersonal Skills

- Excellent written and oral communication skills
- Demonstrated ability to empathise with people with a disability and their families/ carers.

Monitor Performance

- Demonstrated ability and willingness to work in a competitive market environment where required to meet targets
- Demonstrated ability to respond and adapt to competing priorities
- Demonstrated ability to prioritise duties and work with limited direction.

Technical Skills

- Knowledge of MS Word, Excel and other online client reporting systems

Other Requirements

- Current Working with Children Check.
- Current Victorian driver's licence.
- An understanding of the terms of the Disability Workers Exclusion Scheme and agreement to participate in the scheme.

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NDIS Support Coordinator



8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		