

POSITION DESCRIPTION

Position:	NDIS Support Coordinator
Hours:	38 Hours per week – across 5 days
Salary:	SCHADS Award Level 4 Paypoint 1-4 Full Time Base Salary \$69,397.12 to \$74,791.60 per annum
Terms of engagement:	As per Contract
Location:	Lismore
Responsible to:	NDIS Manager
Qualifications and Skills:	Tertiary qualifications in Social Work, Disability, Human Services or related and/or equivalent relevant industry experience
Licences:	Essential Requirement Current Australian State or Territory Drivers Licence, Current NSW Working with Children’s Check
Vision:	<i>Inspiring People to Thrive.</i>

Benefits:

- CASPA actively supports staff to have a healthy work life balance
- Free gym membership to support your wellbeing as well as a fully established team of therapists and clinicians for your personal wellbeing support
- Access to internal and external training opportunities and workplace mentoring including your own team clinical supervision sessions every month.
- Great professional development opportunities for those who want career progression
- An Employee Assistance Program, a free and confidential counselling service
- As a not-for-profit organisation, our employees are able to take advantage of salary packaging to receive up to \$15,900 of their salary tax-free, as well as additional meal and entertainment benefits

Advantage Salary Sacrificing – to find out more visit www.salary.com.au

Key Responsibilities:

- Work with participants to achieve their goals in line with their NDIS plan
- Work with participants and their networks to understand their NDIS funding and its purpose
- Assist participants to identify and consider a range of support options across multiple providers
- Assist participants to resolve points of crisis and develop capacity and resilience in their networks
- Connect participants with broader community and mainstream services
- Build capacity of participants to design, develop and implement their supports with greater independence

To ensure that no conflict of interest will arise, the Support Coordinator positions will sit separately from other CASPA disability supports.

DUTY STATEMENT

Position: **NDIS Support Coordinator**

Your main duties will be:

Client Services

- Support participants and their networks to understand and implement their NDIS plan
- Research and coordinate complex support arrangements across multiple providers and service systems
- Support participants to build capacity and empower them to exercise choice and control over their funded supports
- Assist participants to access the My Place Participant Portal to monitor their NDIS plan
- Work with the participants and their informal support networks to assess the quality and value of the supports provided and ensure they meet individual needs
- Monitor and report on participant outcomes through progress reports
- Support participants to prepare for plan reviews by completing NDIS reporting requirements and assisting participants to collate relevant information
- Ensure completion of NDIS Participants Service Agreements and other appropriate documentation
- Maintain accountable, quality systems: including participant records, reports and communication
- Manage and real or perceived conflict of interest in line with CASPA Policies, the NDIA Terms of Business and the NDIS Quality and Safeguard Commission Code of Conduct

Collaboration and community connections

- Establish effective professional relationships with the NDIS and other organisations to enable the delivery of participant outcomes
- Develop professional networks and promote CASPA's Support Coordination function to participants and other stakeholders
- Actively contribute to regional disability networks and interagency meetings
- Develop professional relationships with community and mainstream services to promote inclusion and ensure service obligations are being met

Administration, report writing and compliance responsibilities

- Complete all documentation and communications in an accurate, professional and timely manner meeting legislative requirements and CASPA's expectations
- Prepare daily, weekly and monthly reports as required
- Complete all NDIA requested reports within the specified time frames
- General filing, archiving, photocopying, database and file maintenance, collating and distribution of paperwork
- Comply with CASPA's organisational policies and procedures
- Comply with the NDIS Quality and Safeguard Commission Code of Conduct

Contribute to a positive team culture

- Attend and positively participate in team meetings, group supervision and training
- Take responsibility for giving and receiving feedback within the team setting
- Uphold team decisions
- Use appropriate forums to discuss differences in work practices
- Utilise team peers to ensure best practice in client service provision
- Relate to other services in a professional manner and work collaboratively in the interests of young people
- Share information with team members to ensure best practices in participant service provision

WHS responsibilities

- Understand, comply and observe the principles of the WHS Act
- Observe safe work practices
- Report hazards and incidents
- Work cooperatively with all staff to maintain a safe and secure environment

Other duties as required by the organisation

Selection Criteria

Essential

- Demonstrated experience working in the disability sector under the NDIS
- Demonstrated skills and understanding of planning, implementing and evaluating service plans
- Demonstrated knowledge and experience of NDIS service delivery models. This includes, but is not limited to, working within a person centred framework with operates from:
- A belief in the value of each person and that individuals can exercise choice and control in their life and make a positive contribution to the community
- The ability to work positively with people’s strengths and capacities
- Demonstrated high level interpersonal skills, communication and relationship management skills with a wide range of stakeholders
- Demonstrated ability to work autonomously, manage competing priorities and manage own workload
- Excellent problem solving skills and proven ability to be innovative and challenge existing practices to achieve sustainable outcomes
- Understanding of the NDIS Price Guide, NDIS Plan Budgets and the NDIS Participant Pathway
- Demonstrated ability to measure and report on outcomes

Desired

- Lived experience of disability
- Experience working as a Support Coordinator
- Knowledge of local disability service providers, mainstream services and community organisations

Working with Checks and Prohibited Employment Declarations are requirements for all child related employment.

I acknowledge that I fully understand the job description above and accept the duties of the position as stated.

Signed: Date:

Print Name