

POSITION DESCRIPTION

POSITION TITLE	NDIS Support Coordinator		
POSITION OVERVIEW	<p>Within recovery-oriented and capacity-building frameworks, provide high quality Coordination of Supports to participants with psychosocial (and other) disabilities, who have an NDIS Plan.</p> <p>This role involves the development of recovery and capacity-building programs to build and strengthen participants' valued social roles by providing opportunities, support and services to develop or redevelop skills, build confidence and reconnection with their community.</p>		
CLASSIFICATION	WCS Level 5	SERVICE LINE AREA	NDIS Services
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME		HOURS PER WEEK 38
LOCATION	Bowes Place & WYC		
IMMEDIATE MANAGER	Manager, NDIS		
INDUSTRIAL AGREEMENT	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		

REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil

KEY RELATIONSHIPS	
INTERNAL	Mental Health and Wellbeing Teams, the NDIS Direct Service, Finance, VisiCase Administrator
EXTERNAL	Community based programs and services, the NDIA and other government departments, guardians and families.

KEY ACCOUNTABILITIES	
<ul style="list-style-type: none"> ▪ Underpinned by WCS' values and the principles of Citizenhood, provide high quality Coordination of Supports for participants' NDIS Plans and/or other assistance as required. This includes providing direct and personalised assistance through outreach services, referrals and resolving points of crisis. ▪ Working with other WCS programs, build recovery and/or capacity building programs for people with psychosocial and other disabilities to support participants to have a valued role in their community. This includes monitoring and reporting on progress, and attending NDIS Plan Reviews. ▪ Build supportive, long term, respectful relationships with people experiencing psychosocial or other disabilities, their families and carers. This includes providing a welcoming and professional environment through the provision of consistent high quality customer service. ▪ Build respectful and collaborative relationships with mainstream providers, other NDIS service providers and other internal/external stakeholders. 	

- Monitor and maximise participant NDIS budgets to enhance participant's quality of life. This includes monitoring participant funds being expended in accordance with the signed Service Agreement and ensuring financial outputs are met within the required timeframes;
- Ensure all other administrative requirements are met within required timeframes.
- Provide regular communication of service user's feedback and information to the relevant team members.
- Contribute to the ongoing evaluation of service delivery by providing feedback to the Service Area/Business Unit managers.
- Contribute to and work towards NDIS Quality and Safeguards Registration and compliance requirements.
- Engage in the evaluation of performance with your immediate manager and actively seek opportunities to develop professionally and personally.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Participate in ongoing quality improvement initiatives.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles
- Apply National Principles for Child Safe Organisations, as applicable for the role.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Relevant Bachelor degree or higher qualification. • Skills, knowledge and experience in providing direct and personalised assistance through outreach services, providing referrals, monitoring and reporting progress. • Demonstrated ability to build supportive respectful relationships with people experiencing significant life challenges, their family members and carers. • Demonstrated ability to build and maintain respectful and collaborative relationships with internal and external stakeholders, including government organisations. • Understanding and demonstrated awareness of strength-based and recovery approaches, social justice and citizenship. • Effective oral and written communication as well as interpersonal skills. • Demonstrated ability to manage budgeting activities to ensure the participant's plan budgets are within the appropriate limits. • Experience in working with participants who are experiencing severe and persistent psychosocial disability. • Demonstrated ability to be able to manage multiple competing priorities, have excellent time management skills and in a fast paced environment.
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	<ul style="list-style-type: none"> • Demonstrated ability to work effectively and collaboratively in a small team and a willingness to participate in team meetings and supervision. • Thorough understanding of the importance of personal and professional boundaries, ethical behaviour, policies and procedures.
Desirable	<ul style="list-style-type: none"> • Knowledge of the NDIS. • Ability to use case management software systems.
Other	<ul style="list-style-type: none"> • Working with Vulnerable People Card (with NDIS worker screening check for ACT). • First Aid Certificate. • Current driver's licence. • Working rights in Australia. • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. • Ability to work outside normal business hours if required.

Document History	Original: July 2016	Revised: June 2021	Version: v3
Employee's name		Signature	DATE