

NDIS Support Coordination - Position Description

Organization

Interchange Loddon-Mallee Region Inc. (ILMR) is a non-government community based organisation which facilitates personalized and flexible support options with individuals living with a disability through a range of different programs and options.

ILMR works in partnership with NDIA to support participants being funded under the NDIS. ILMR is a child safe organization and upholds a zero tolerance for abuse and neglect.

The following list of duties is indicative and needs to be understood within the context that ILMR is in a dynamic environment where change is the norm and as such organisational needs change, as do job roles and functions. Employees are required to understand the need for flexibility in employment relationships and responsibilities.

Employees should also note that all positions and appointments are subject to funding, especially as implementation of the National Disability Insurance Scheme is occurring in a competitive business environment.

Position			
Title:	NDIS (National Disability Insurance Scheme) Support Coordination		
Position Arrangements: <i>All positions are subject to ongoing funding</i>	Part-time or Full-time 4 months probationary period	Award / Classification:	SCH&DS Award Range Level 4 PP 1 – 4
Funding:	NDIA		
Remuneration:	Salary as above plus 9.5% employer superannuation contribution. Up to \$15,900 of annual salary may be salary packaged (available after successful probationary period).		
Reports to:	NDIS Support Coordination Team Leader **The Support Coordination role is independent of any other Interchange program or activity and is supported by the relevant conflict of interest policy.		

Purpose of the Position

The primary purpose of the Support Coordinator is to provide non-clinical care and practical support to eligible individuals with a NDIS Plan to strengthen their abilities to coordinate and implement supports and participate more fully in the community. In particular, the Support Coordinator will:

- Support participants to connect with the relevant resources and suitable providers
- Support participants to establish contact with resources and providers to facilitate choice and control resulting in the establishment of service agreements and outcomes
- Accept or reject referrals from NDIA for Support Coordination in accordance with Interchange business rules, current capacity and strategic objectives
- Maintain accurate and up to date records of all participant contacts and support provided
- Research and keep updated on providers and services in the local community

The position supports the strategic objectives of Interchange Loddon-Mallee and the NDIS by supporting participants to access the best services and supports to achieve their goals.

Key Responsibilities *(the following description of responsibilities is not exhaustive and may include others as directed from time to time)*

<p>Service Delivery</p>	<ul style="list-style-type: none"> • Support to identify and implement supports in the plan including informal, mainstream and community as well as funded supports; • Coordinate reports and service agreements; • Capture any data required by the NDIA and ILMR • Identify strategies and solutions for managing risks such as aging carer, sustaining informal supports, sustainability of housing; • Assist in identification of and seeking of relevant assessments and associated service design for participants with risk behaviours and behaviour of concern; • Support the participant through identifying and selecting providers, monitoring plan outcomes and plan expenditure; • Strengthen and enhance the participant's abilities to self-direct their own supports and participate in the community; • Ensure / identify mainstream services to meet their obligations (housing, education, justice, health); • Provide NDIA with reports on outcomes and success indicators within the agreed reporting frequency; • Record all tasks and times (daily) provided to participant on the ILMR database and NDIA Portal (claiming and billing).
<p>Governance, Compliance and Quality</p>	<ul style="list-style-type: none"> • Compliance with ILMR policies, procedures, professional standards and ethics. • Keep up-to-date with changes in the NDIS and other relevant government policies and legislation, to ensure compliance within your area of responsibility. • Commitment to continuous quality improvement and accreditation processes. • Identify and implement improvements in operational processes and procedures to enhance program functions. • Maintain confidentiality at all times, in all matters in relation to ILMR and participants of ILMR.
<p>People and Culture</p>	<ul style="list-style-type: none"> • Participate in regular team meetings to discuss participant progress, issues and planning. • Participate in regular formal supervision and annual performance review. • Participate in training and development relevant to the role. • Actively develop and maintain supportive relationships with all staff.
<p>Finance</p>	<ul style="list-style-type: none"> • When incurring expenses on behalf of ILMR ensure this falls within budgetary guidelines. • Ensure accuracy of client contracts, quotes and expenditure in line with ILMR business rules and NDIA Price Guide (which changes from time to time). • Submit plan and costed proposals for all events/activities, which will incur expenses for prior approval.
<p>Work Health and Safety</p>	<ul style="list-style-type: none"> • Perform duties to work in accordance with the Occupational Health and Safety Act and ILMR Occupational Health and Safety Policy. • Communicate hazards in the workplace with workplace Health & Safety representatives and your supervisor. • ILMR takes a zero tolerance to bullying and harassment. All reports will be treated seriously. Support will be provided to the reporter and disciplinary action may result for the perpetrator.
<p>Risk Management</p>	<ul style="list-style-type: none"> • Identify and evaluate risks in line with organizational procedures to mitigate risks and contribute to a safe environment for staff, service users and the community.
<p>Human Rights and Equal Opportunity</p>	<ul style="list-style-type: none"> • Compliance with the Victorian Charter of Human Rights and Responsibilities and the Equal Opportunity Act.
<p>Organisational</p>	<ul style="list-style-type: none"> • Develop and maintain effective relationships with key stakeholders. • Champion the purpose, values and principals of ILMR in all aspects of your work. • Actively promote ILMR services and programs within the broader community. • Liaise with other community organisations and services to achieve maximum benefit for participants.

Key Performance Indicators (KPIs)

1. Ensure all compliance requirements of the NDIA and ILMR business rules are completed within the designated timeframes;
2. Demonstrate high quality person centred reporting for 8 week and 9 month reports required by the NDIA for support coordinated participants within designated timeframes;
3. Maintain an average of 80% of support coordinator hours worked billable to participants plans;
4. Market/network the ILMR organization and support coordination services to participants, carers/families, government agencies, mainstream services and other providers.

Key Selection Criteria – Skills and Experience

Essential

1. Demonstrated high level skills and ability to engage and work with participants with a disability, family members and service providers to identify solutions, empower and build capacity;
2. Demonstrated understanding of, and commitment to person centred practice with excellent customer service outcomes;
3. Experience liaising with external service providers such as GPs and other community-based mainstream services and organisations;
4. Proven experience in developing productive networks and working relationships;
5. Ability to prioritise work, manage time and meet deadlines independently;
6. Extensive experience in all Microsoft Office programs including Word, Excel, Outlook, data base / CMS (client management systems navigation and data entry);
7. Demonstrated ability to adapt to and champion change;
8. Demonstrated values and commitment in alignment with ILMR values and purpose;
9. Demonstrated ability to work within a diverse team environment.

Desirable

1. Working knowledge of the NDIS; its principles and aims;
2. Tertiary qualification in Disability Services, Social Services, related fields or equivalent experience - 5 years;
3. Prior experience in providing professional and flexible assistance to individuals with disabilities;
4. Professional familiarity with Loddon-based services within each of the locations.

Relevant information

Appointment is conditional upon:

- A clear National/International Criminal Records Check. (processed by ILMR)
- A Working with Children Check Card (obtained and maintained by employee)
- Satisfactory screening and bona fide qualification/reference checks (processed by ILMR)
- Proof of Australian Citizenship or eligibility to work (Visa).
- A current Victorian Driver's License
- Compliance with Disability Worker Exclusion Scheme (DWES)

Other:

- This positions head office is based at 127 Mitchell Street, Bendigo
- ILMR operates in a smoke free work and activity environment
- ILMR is an Equal Opportunity Employer
- Interchange is a child safe organization and upholds the rights and safety of children in all aspects of the organization

Personal Attributes		
<p>Creative & Innovative</p> <ul style="list-style-type: none"> ▪ Finds ways to work better and smarter ▪ Generates options and ideas ▪ Is open to change and alternatives 	<p>Determined</p> <ul style="list-style-type: none"> ▪ Researches options and sets a clear path ▪ Deals with obstacles and impediments ▪ Has clear goals 	<p>Positive</p> <ul style="list-style-type: none"> ▪ Has faith in own abilities ▪ Is optimistic ▪ Remains calm and focused when faced with difficulty
<p>Self-disciplined</p> <ul style="list-style-type: none"> ▪ Manages own time to achieve key outcomes ▪ Avoids distraction and diversions 	<p>Analytical</p> <ul style="list-style-type: none"> ▪ Reviews arguments and opinions before making judgment ▪ Presents clear and logical arguments ▪ Takes a systematic approach when building toward improvements 	<p>Flexible</p> <ul style="list-style-type: none"> ▪ Adapts to changing circumstances in the workplace ▪ Prioritises work and addresses what is most important ▪ Takes advantage of new and emerging opportunities
<p>Resilient</p> <ul style="list-style-type: none"> ▪ Recovers from setbacks ▪ Overcomes obstacles and impediments ▪ Learns from experience and identifies areas for self-development 	<p>Participant focused</p> <ul style="list-style-type: none"> ▪ Prioritises needs of participants. ▪ Aims for best outcomes for participants. ▪ Is outcome focused ▪ Follows through with commitments 	<p>Culturally aware</p> <ul style="list-style-type: none"> ▪ Respects difference in all its forms ▪ Adapts language to aid communication ▪ Values diversity as a strength and positively utilizes diversity
<p>Honest</p> <ul style="list-style-type: none"> ▪ Is credible and truthful ▪ Is reliable and trustworthy ▪ Acknowledges and learns from mistakes ▪ Is open to constructive criticism 	<p>Inclusive</p> <ul style="list-style-type: none"> ▪ Recognises the rights of others ▪ Is committed to social justice and social inclusion ▪ Makes equitable decisions 	<p>Ethical</p> <ul style="list-style-type: none"> ▪ Has integrity and principles ▪ Is truthful ▪ Is respectful ▪ Reflects expected standards of behaviour and/or Code of Conduct
<p>Collaborative</p> <ul style="list-style-type: none"> ▪ Works with others to achieve common goals ▪ Engenders a spirit of teamwork ▪ Inspires trust ▪ Is open to all ideas and viewpoints 	<p>Supportive</p> <ul style="list-style-type: none"> ▪ Encourages others to attain goals and achieve ▪ Listens actively and inspires confidence ▪ Demonstrates empathy when confronted with adversity 	<p>Human Rights</p> <ul style="list-style-type: none"> ▪ Compliance with Human Rights legislation ▪ Takes a proactive approach ▪ Embraces difference

Relevant Physical Requirements

Pre-employment medical examinations / functional capacity examination

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description.

Physical activities

The work is likely to require a certain amount of physical activity, such as:

Activity	Nil	Light	Average	Constantly	Comments
Standing			✓		
Sitting			✓		
Bending			✓		
Walking			✓		
Repetitive hand work				✓	
Heavy lifting (>15kg)	✓				

Plant and Equipment

This role involves minimal working with or near plant or equipment:

Hazard / Activity	Nil	Light	Average	Constantly	Comments
Rotating parts	✓				
Noisy environment	✓				
Moving (machinery)	✓				
Strobe or similar lights	✓				
Operating plant controls	✓				
Driving plant or vehicles		✓			
Machinery vibration	✓				

Other Activities

Activity	Nil	Light	Average	Constantly	Comments
Talking on the phone			✓		
Direct contact with people				✓	
Working at heights	✓				
Working with animals / wildlife	✓				

Declaration (To be signed by the successful applicant only)

Interchange acknowledges and respects the privacy of individuals. A medical examination may be required to ensure that you are placed in a position in which the duties required are safely within your capacity.

You are required under Section 82(7) of the Accident Compensation Act 1985 ("the Act") to disclose all pre-existing injuries or diseases suffered by yourself and which you are aware may be affected by the nature of the proposed employment. The failure to disclose a pre-existing injury or disease means that any recurrence, aggravation, exacerbation and deterioration of the pre-existing injury or disease as a result of employment with the ILMR does not entitle you to compensation under the Act.

I declare that I am fit and able to perform the inherent requirements of the position outlined above.

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Name

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Signature

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Date

Individual requisites Capability Framework

Level 2 – People working at this level have well developed skills; they may take limited responsibility for the work of others

Community & inter-agency relations	Professionalism	Communication	Leadership & teamwork
<p>Networks & stakeholders Researches community's needs and concerns and provides community development/education</p>	<p>Time management Manages time and uses tools effectively to assist with planning and organisation</p>	<p>Advocacy Advocates for participants to advance their interests</p>	<p>United vision Generates ideas for innovation and enhanced working practices to achieve organisational mission</p>
<p>Community Participates effectively in networks and community meetings to advance organisational objectives</p>	<p>Ethics Observes professional boundaries and standards and assists others with ethical dilemmas</p>	<p>Written communication Writes accurate, clear and informative reports and communications that meet the needs of their intended audience</p>	<p>Strategic focus Contributes to team plans and relates teamwork to strategic objectives</p>
<p>Partnership & collaboration Works collaboratively with other organisations in formal and informal partnerships to achieve participant member outcomes</p>	<p>Taking responsibility Takes responsibility for work outcomes and assists others to understand role and responsibilities</p>	<p>Verbal communication Articulates clear and respectful messages and information to participants and colleagues</p>	<p>Team dynamics Offers constructive feedback and provides balanced and informed perspectives at team meetings</p>
<p>Knowledge of community Maintains detailed understanding of current community issues and knowledge of relevant organisations</p>	<p>Problem solving Assists with resolution of participants and colleagues problems</p>	<p>Public speaking Uses relevant facts to express clear and logical arguments and opinions in meetings and other forums</p>	<p>Conflict management Recognises differences of opinion and works toward the resolution of team conflict Is respectful of all views</p>
<p>Social justice Demonstrates commitment to social justice and social inclusion</p>	<p>Initiative and enterprise Demonstrates initiative and enterprise and supports others to work more effectively</p>	<p>Interpersonal skills Demonstrates appropriate, respectful interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications</p>	<p>Diversity/different styles Builds team spirit and supports team member's development Demonstrates commitment to a respectful workplace</p>

**Individual requisites (continued)
Capability Framework**

Resources, assets & sustainability	Service Delivery	Program management	Change & responsiveness	Governance & compliance
Revenue raising Undertakes public relations and fundraising activities	Reflective practice Demonstrates reflective and evidence based practice	Policy, Procedures and SOP Complies with all policies and work instructions which guide all work practice	Change management Supports change management and assists others to adapt and adjust to change	Strategy Contributes to team work plans and ensures that own work outcomes are achieved
Financial management Assists with budget reviews and works to established budgets	Knowledge of participant issues Builds knowledge of participant issues and requirements to improve practice	Program development Contributes to program objectives, develops and implements project plans	Multi-skilling Works collaboratively with people from different disciplines and shares skills and knowledge	Quality Compliance with Quality system Contributes to enhancement of quality practices and ensures that own work meets quality requirements
Procurement Researches market and attains value for money when making purchases or contracting work	Participant outcomes Ensures Person Centered work which is participant driven and produces meaningful outcomes to achieve full potential	Achieving results Ensures clarity of understanding of required work, fulfills program and project responsibilities, and achieves performance targets	Creativity & innovation Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement	Risk management Contributes to identification and control of risks and hazards and takes advantages of emerging opportunities
Equipment & assets Researches and recommends purchase of equipment and aids to provide efficient and effective service delivery	Diversity Demonstrates cultural sensitivity and adjusts personal style in response to participant differences	Contract management Maintains awareness of contracts relating to own position and ensures that work fulfills contractual obligations including business confidentiality	Technology and Systems Complies with policies and develops skills to keep up to date with technologies and systems – data base, rostering, electronic files etc. Complies with all security and confidentiality requirements	OHS Contributes to identification of OHS risks and hazards, and ensures safety in own work context
Sustainability Aims for sustainability in purchasing decisions	Participant confidentiality & dignity Maintains all levels of confidentiality including post-employment	Complaints handling & continuous improvement Utilises feedback from complaints to improve programs and review own performance	Learning & development Maintains awareness of own skills and skill needs, actively works to address skills gaps and assists others to identify training needs	Legislation & compliance Is aware of relevant legislation and licensing requirements and ensures compliance in work practices

Acceptance of Position

I hereby accept the position as outlined in the above points and agree to abide by the ILMR values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of the additional responsibilities that may arise from time to time.

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Name

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Signature

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Date

Position Approved by: Joolee Hughes – CEO Interchange Loddon Mallee Region Inc. 2017