

NDIS Support Coordinator Position Description

Responsible to: Aged & Disability Service Manager

Responsible for: Provides a range of administration and support services to meet the needs of the Aged & Disability Program

Contract type: Permanent part-time

About us

We are a Not for Profit Neighbourhood Centre that has operated in Riverwood for over 40 years, and has an outstanding reputation in working for the local community. We are a diverse organisation with over 160 employees and volunteers, structured and staffed to service a community of all ages and backgrounds. The board of Riverwood Community Centre (RCC) is fully committed to the local community and maintains strong ongoing relationships with our stakeholders. We work closely with individuals, families and community groups through a wide range of programs. These include Children's Services, Family Support and Youth Services, NDIS support, Aged Care Services and Community Development.

Purpose of the position

The NDIS Support Coordinator is committed to providing a high level service to participants and ensuring that support coordination is done as per the agreed schedule and claims of payment are lodged monthly on time monthly.

You will need to build a strong relationship with participants, their families and carers in coordinating their NDIS plans, identifying, connecting and negotiating with appropriate providers to deliver quality and timely service. The Support Coordinator plays an integral role for NDIS participants in interpreting their NDIS plan, assisting them to establish the supports in their plan actively encourages, engages and supports participants to make independent decisions.

Essential Criteria

- Strong understanding of the NDIS and the role of an NDIS support coordinator
- Exceptional interpersonal and communication skills particularly when engaging with participants from CALD backgrounds.
- Proven experience in building and maintaining professional, client focused relationships.
- Proven experience in creating increased opportunities for people with mental health issue and connecting to local communities.
- Proven experience in providing expert advice to participants, their families and carers of the changes in the NDIS regulations.
- Ability to work autonomously and as part of a team.
- Attention to detail and accuracy
- Highly developed communication skills, written, verbal and interpersonal.

- Strong information technology and information management skills, with experience in the use of Outlook, Word, Excel and PowerPoint
- Budgeting skills and ability to meet financial targets.
- Sound working knowledge of recovery orientated practice.
- Current unrestricted Australian driver's license, registration and CTP insurance.
- An understanding of Work Health Safety issues.
- Ability to work flexibly and work in the inner City, Inner west, South East and Western Sydney region.
- NSW Drivers Licence
- NSW Current WWCC

Highly Desirable

- Cert 3 in Business Administration, Individual Support or equivalent
- Ability to speak a second language.
- First aid certificate (HLTAID003 Provide First Aid)
- Strong administration skills and at least 3 years' relevant community service experience.
- Demonstrated experience with facilitating multi-disciplinary coordinated planning where multiple providers work together to wrap around services
- Demonstrated experience working with (including intake, assessment, coordination, planning and assisted referral) people with housing issues.

Our Offer

- Competitive salary
- Career development and training.
- Excellent employment conditions
- Salary Packaging
- Great career advancement opportunities.

The successful candidate must undergo a National Police Clearance, completed by Riverwood Community Centre, prior to commencement. As an EEO employer we welcome applications from people of LGBTQA backgrounds.

Objectives:

- Commitment to high standards of a person-centred approach to service provision, social inclusion and assessment and planning principals
- Provide prompt, professional and respectful administration services to participants, volunteers, staff, managers and all external organisations.
- Promptly attend to duties and requests according to the quality standards set within the organisation
- Ensure participants and staff are the primary focus of the administration service and are provided with accurate information, adequate time and quality assistance
- Support and resource agreed activities, programs and events
- Data collection, surveys and reporting against specifications
- Compliance in relation to NDIS standards

- Commitment to continuous improvement and ensure compliance with WHS requirements in your areas of responsibility.
- To provide responsive, individualised services and support for each participant consistent with the relevant legislation, their NDIS plan, and quality framework, and funding guidelines.
- To promote empowerment, choice and control and community inclusion of people with disabilities and their families, consistent with their NDIS plan.
- To promote a learning focussed, valuing and cooperative organisation that promotes the development and wellbeing of staff and volunteers.

GENERAL MANAGEMENT:

- Monitor and report to the Manager Aged and Disability Services, issues in relation to your areas of responsibility
- Decision-making, reporting and other responsibilities within agreed delegations.
- Ensure good communication with staff, participants and stakeholders.
- Regular communication and reporting to the Manager Aged and Disability Services
- Engage with the Aged and Disability team and other staff to create and contribute to a harmonious and effective workplace.

HR/PEOPLE MANAGEMENT

- Support operations and communication between Team Leaders, My Aged Care Assessment Teams, NDIS and other key stakeholders
- Work collaboratively as a team member
- Ensure compliance with WHS regulations and safe work practices of Riverwood Community Centre
- Interact with all business streams across the Centre

SPECIFIC RESPONSIBILITIES

- Assist the team leaders to develop, coordinate and implement individual services and group programs
- Ensure services are delivered in an accountable, professional manner in accordance with participant's plan, relevant guidelines and duty of care requirements
- Assist the Team Leader to conduct participant assessments, reviews and provide direct participant support as required
- Assist the Team Leaders managing staff rostering system
- Developing and maintaining effective relationships with participants and team members through clear communication
- Monitor and maintain NDIS Portal
- Collecting relevant data in order to generate reports and measure deliverables using data management systems,
- Manage participant management system and support staff in the use
- Assist the Service Manager to identify, establish, improve and maintain administrative processes

- Contribute to the integrity of all internal information systems, by maintaining data through timely updates and revision of information where required
- Providing timely, high quality reports as required
- Monitor and maintain accurate records of petty cash, expenditure, completing reconciliation and request for reimbursements generating invoices and NDIS claiming as required
- Develop promotional material

PROFESSIONAL DEVELOPMENT

- Participate in regular supervision and development of KPIs with Manager Aged and Disability Services
- Participate in staff appraisal process in order to meet professional development goals
- Participate in professional development and training where appropriate.

CODE OF CONDUCT AND SAFE WORK PRACTICE

- Agree to observe and adhere to the RCC Code of Conduct, and to safe work practices

NOTE

- This list is not exhaustive; the Program Coordinator may be asked to undertake other responsibilities that are in line with the position description and the strategic direction of the RCC.

BACKGROUND CHECKS

- Police Criminal History Check – Yes