



Supporting our community on all sides

NDIS Support Coordinator

Position:	NDIS Support Coordinator
Status:	Permanent Part Time
Hours:	3 days per week (Monday to Friday)
Responsible to:	Team Leader and Specialist Support Coordinator
Classification:	Social, Community, Home Care and Disability Services Award – Community Services Worker, Level 5
Location:	Bardon, Brisbane

Organisational Profile

Communityfy Queensland is a multi-service organisation that provides a range of programs and activities for families and individuals in the community to enhance their quality of life. Our primary concern is the welfare and wellbeing of socially, physically, intellectually and emotionally disadvantaged and vulnerable people in our community. We currently provide Aged and Disability Services, Day Respite, Childcare, Community Development, Community Education, Emergency Relief, Family and Individual Support, Home Assist Secure, Homelessness Intervention, Mental Health Services, NDIS, Neighbourhood Centres, Social & Multicultural Support and Venue Hire.

Service Profile

The overall purpose of Support Coordination is to strengthen the abilities of National Disability Insurance Scheme (NDIS) participants to coordinate and implement supports and participate more fully in the community. It includes initial assistance with linking participants with the right providers to meet their needs; assistance to source providers; coordinating a range of supports both funded and mainstream and building on informal supports; resolving points of crisis; and developing participant resilience in their own network and community.

Part of the role is performed in a retail market environment where customer satisfaction with service quality and outcome is essential for customer retention and attraction, and business sustainability.

The NDIS will support choice and control by providing needs-based, individualised funding to be used in a market-based environment.

Position Objective

- Ensure support coordination is completed as per the agreed work schedule
- Ensure that support responses focus on participants goals and objectives
- Regularly monitor that the delivery of services and support are within the highest level of customer service
- Use local knowledge and sector expertise to increase opportunities for people with disabilities to be connected to local communities
- Keep accurate and complete records of work activities in accordance with organisational and legislative requirements

Responsibilities

Client Service

Team Contribution and Communication

Demonstrate sound communication and interpersonal skills by:

- Working collaboratively as a member of the NDIS, Mental Health and Community Care team in order to ensure a high quality of service to participants.
- Participate actively in team meetings, supervision, performance reviews and other program activities
- Liaise with participants, carers, and a range of community agencies.
- Work under general directions, but exercise a degree of autonomy

Professional Skills

Assist with the daily operation of the NDIS, Mental Health and Community Care Team by:

- Abide by the principles set down in the NDIS Code of Conduct
- Maintaining records of contact, and reporting regularly as per funding and service agreement
- Documenting client's files including file notes, and updates to Support Coordination plans
- Adhering to Community reporting systems including incident reporting
- Assisting in the development of policies and procedures aligning to the NDIS Framework
- Establishing and maintaining partnerships with a range of community agencies
- Undertaking regular supervision and performance development discussion with the Team Leader and Specialist Support Coordinator
- Identify and undertake relevant training and professional development

Workplace Health and Safety and Other Responsibilities

- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Community Qld Health & Safety policies manual
- Ensure compliance with and implementation of relevant legislation, statutory obligations, service agreements and Community Qld's policies and procedures
- Maintain complete and accurate records and ensure privacy and confidentiality requirements at all times
- Other duties as required from time to time

Key Selection Criteria

Pre Requisites

- Current Qld Drivers Licence
- Current Yellow Card and Police Check
- Computer skills including good knowledge of Microsoft Office Package, plus data entry

Education and Training

- Relevant tertiary qualification in Social Work or Human Services and technical knowledge and practical work experience supporting people with a psychosocial disability.
- Knowledge of NDIS Legislative Framework and Support Coordination Processes

Work Experience

- Demonstrated ability to work independently, with initiative and judgement and as part of a team
- At least 2 years' experience in Community Services, community centre or similar setting is essential
- Demonstrated ability to assess, develop, implement and evaluate flexible and innovative responses to supporting individuals in a community context

Knowledge and Skills

- Significant prior knowledge/experience of the NDIS framework and NDIS Support Coordination
- Demonstrated ability to develop new resources/tools/processes/activities to achieve desired outcomes
- Sound knowledge of other services and the ability to work collaboratively with a variety of stakeholders including individuals, families and a range of community agencies
- Strong communication, interpersonal, self-management and organisational skills and the ability to work within a busy, multi-functioning professional team

Attributes

- Highly skilled communicator who is able to build rapport and maintain positive working relationships
- Professional presentation, demeanour and appearance
- Sensitivity and understanding of the needs of clients from culturally and linguistically diverse backgrounds
- Demonstrated flexible approach to decision making and problem solving to innovatively collaborate with various stakeholders
- Demonstrated ability to work autonomously and as part of a team to participate and contribute to the success of the team and organisational objectives and vision
- Strong passion and commitment to working within a social justice framework utilising community development principles and working with people in a supportive way which empowers them to take control over decisions affecting their lives
- Recognition and understanding of the ways individual needs are influenced by socio-political and economic factors, and the possible effects on the well-being of clients
- Attention to detail and ability to maintain high standards of data integrity

Other

Significant knowledge of local services and programs within the North Brisbane regions to support the wellbeing of people in our communities.

Physical Requirements

Ability to undertake all physical requirements involved with the administration of this program including sitting at a desk for extended periods and driving.

Diversity and Inclusion

Community pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

Community is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



Appointment is contingent on a satisfactory National Police Record Check.

Declaration - Please ensure one signed copy is returned to HR
<i>I agree that I have read and understand the Position Description detailed above.</i>
Print Name
Signature
Date