

NDIS Support Coordinator

Position Description

12 March 2020

About the role

Through an in-depth understanding of the National Disability Insurance Scheme (NDIS) and of the purpose of support coordination, the Support Coordinator will contribute to the operation of the Huntington's disease (HD) NDIS Support Coordination service in NSW and ACT through service delivery and continuous improvement as a Support Coordinator for clients who have HD.

This position reports to the Senior Support Coordinator.

This position corresponds to a Level 4 classification of the [Social, Community, Home Care and Disability Services Industry Award](#) (SCHCADS Award). Pay point will be determined based on qualifications and experience.

The position is full-time, based at West Ryde.

Mandatory qualifications and requirements

- a Degree (minimum) in Social Work, Human Services or Health
- a Certificate 4 (minimum) in Mental Health, Disability or Dementia Care
- a minimum of 2 years' experience in the coordination of disability supports, ideally in an NDIS environment
- a solid understanding of progressive neurological disease, (ideally Huntington's disease)
- current criminal history clearance, with renewal every 3 years
- current working with children check clearance, with renewal every 3 years
- a current driver's licence and access to a comprehensively insured vehicle.

Key responsibilities

Contribute to Service outcomes and continuous improvement

Work with the Senior Support Coordinator to expand the service to support NDIS participants and their support networks to build capacity to coordinate their NDIS plans, negotiate appropriate support and services, and connect support and mainstream services, within the resource constraints of Huntington's NSW ACT and its clients.

- Maintain and improve operational practices and guidelines that promote professionalism and consistency.
- Maintain and improve tools and client collateral to support the NDIS Support Coordination service.
- Operates within relevant legislation, and NDIA policies and guidelines
- Implement the client feedback tool to strive for service excellence.
- Apply reporting systems that contribute to thematic analysis for advocacy, education and service improvement.

Team membership and support

You are a member of a small team of Support Coordinators who produce Support Plans that benefit clients - relating directly to their needs and goals. You establish supportive collaborative

relationships; coordinate and optimise supports with local communities; and build capacity in clients and their support networks regarding their NDIS plan.

- Work with the Senior Support Coordinator to develop a training program for Support Coordinators.
- Work as part of the team to produce Support Plans that benefit clients.
- Contribute to opportunities for the team to provide feedback into the NDIS Support Coordination service.
- Participate in regular team client case management review and resource allocation meetings.
- Contribute to the Support Coordination team in relation to any NDIS Quality Assurance & Safeguards and NDIS Support Coordination service complaints.
- Maintain clear and professional boundaries with clients.
- Participate in team continuous professional development and recommend development opportunities.
- Participate in at least annual performance review with Senior Support Coordinator.
- Contribute to and participate in professional development plans.

Delivering the Support Coordination service

- Contribute to the development and maintenance of service offering collateral to promote the NDIS Support Coordination service.
- Support the Senior Support Coordinator to promote the NDIS Support Coordination service across the HD community and support the development of market share.
- Report monthly in writing to the Senior Support Coordinator on measures of performance and effectiveness, areas of improvement, and cases for advocacy for the NDIS Support Coordination service.
- Assist NDIS Participants to identify and plan strategies to achieve their personal goals within a person-centred framework
- Maintain accurate clear and up to date case notes, client progress and service delivery
- Support participants to implement their NDIS plan to maximise the value for money they receive from their supports.
- Identify opportunities to educate the community, health and NDIS professionals to develop their understanding of HD, how people are socially impacted and the language that is needed to promote this in the NDIS arena.
- Contribute to reviews to assess service regularly to identify changes and improvements.
- Liaise with carers, families and significant others involved in providing care, including specialist generic agencies and other mainstream service providers
- Support Participants through empowerment and choice, and the promotion of personal resilience and social inclusion.

Professional development

- Each year, review performance with the Senior Support Coordinator and identify areas for professional development.
- With the Senior Support Coordinator, draw up a professional development plan for the coming year.

General

- Work effectively as an individual and a team member.
- Uphold the mission and goals of the Association as a staff representative.