

Position Description



POSITION DETAILS	
Date of PD	May 2019
Position Title	National Disability Insurance Scheme (NDIS) Coordinator
Position Grade	10
Directorate Business Unit	Community Services Social and Community Services
Reports to	Team Leader Community Care
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements

POSITION OVERVIEW

This position is responsible for best practice planning, coordinating, monitoring and reporting on Council's NDIS services as well as delivering Support Coordination for a case load of participants.

KEY RESPONSIBILITIES

- Using best practice approaches, manage and undertake a Support Coordination case load of NDIS funded participants (or their representative) and relevant service providers to assist plans coming to fruition
 - Engage, build relationships and negotiate with the public sector and community based service systems for delivery of appropriate supports in accordance with NDIS plans
 - Recruit, lead and manage NDIS Officers to deliver best practice support and meet key performance indicators
 - Work collaboratively across Council to plan and implement best practice systems and procedures for the operation of NDIS services and educate the team on their use
 - Manage appropriate NDIS funded referral arrangements to and from Community Care and develop Service Agreements
 - Work collaboratively across Council to develop strategic plans and deliver appropriate and effective NDIS services to ensure that individual needs are being met through packages
 - Work collaboratively with marketing staff to plan and deliver targeted marketing
 - Ensure that quality assurance and quality management standards are incorporated into service delivery
 - Contribute to and drive change management to meet the service aims
 - Support and educate individuals and/or their representatives on their rights and responsibilities concerning their funded plans
 - Stay up to date to be the subject matter expert about people with disabilities and NDIS and educate the community and Council
 - Use IT systems and technologies to maximise efficiency and effectiveness
- Ensure NDIS data and information is accurate and reconciled and complete reporting requirements for Council and the National Disability Insurance Agency
- Regularly monitor and report on NDIS income and expenditure and ensure participants remain informed as to their rate of expenditure and the potential effects.

- Promote Council's vision and values in all dealings and implement services based on person centered approach principles
- Regular work out of the office and some work out of business hours
- Drive Council vehicles
- Apply first aid
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge
QUALIFICATIONS • Minimum Diploma in Social Policy, Community Development, Disability, Community Services or relevant • Driver's license • First Aid Certificate EXPERIENCE • Minimum 1 year experience delivering Support Coordination in NDIS • Minimum 5 years' experience working in Community Services using the person-centred approach • Working with people with mental health issues and those from a culturally and linguistically diverse background to meet their goals SKILLS • Management including excellent interpersonal skills, planning, quality and change management and reporting • Ability to ensure data and records are accurate and reconciled and analyse data for decision making • High attention to detail • Ability to operate effectively in a complex political environment • Intermediate IT skills including Microsoft suite of products and other applications

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature Date:

Manager's Signature Date: