

Position title	NDIS Support Coordinator	Reference	
Reporting to	Operations Manager Disability Services Darwin, Disability and Aged Care Development Officer	Location	Darwin
Division	Darwin Disability Services	Section	Support Coordination
Approved	Executive Manager Community Support & Access	Date	28 August 2019

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

The Support Coordinator plays an integral role for NDIS participants in interpreting their NDIS plan, assisting them to establish the supports in their plan and developing their capacity over time to coordinate and manage their own supports. As the Support Coordinator you will assist NDIS participants to:

- Implement their plan and increase their capacity to manage/direct their own supports
- Have greater opportunities to explore and connect with their community and alternative support options
- Strengthen their informal support networks
- Identify and connect with services and providers to help them achieve their goals
- Maximise the value for money they receive from their supports
- Access and use the NDIS Participant Portal myplace

Selection Criteria

Position specific requirements

1. The minimum qualification required is a Certificate/Diploma in Disability Services or related field and experience in in the Disability or related sector. If you do not currently have a qualification you will demonstrate a commitment to ongoing personal and professional development.
2. Knowledge and understanding of the NDIS legislation and rules including provisions relating to reasonable and necessary supports and the role of the mainstream service system.
3. Ability to understand the NDIS Price Guide and flexibility within budgets and implement innovative solutions to assist participants to achieve their goals.
4. The ability to be a self-starter, work efficiently and accurately with limited supervision.
5. High level of discretion and sound judgment with confidential and sensitive information.
6. The ability to provide excellent customer service and build strong relationships with the relevant key stakeholders.
7. Strong administrative skills; time management, coordination of tasks, efficient work practices
8. Excellent computer literacy and confidence and capability in using systems and technology
9. Previous experience in a Support Coordination role would be desirable.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

Service Delivery

1. Provide varying levels of coordination support to NDIS participants and their families / carers where relevant to assist them to implement the supports in their plan.
2. Coordinate services as defined in the participant's NDIS plan, using a strength – based and capacity building approach.
3. Develop a comprehensive knowledge of the range of support options, service providers and community networks available for people with disability, in order to support participants to make informed choices regarding their NDIS funded supports.
4. Ensure that all service provision options are presented to participants in a clear, accurate and un-biased manner in order to support them to exercise choice and minimise any potential for conflicts of interest.
5. Arrange for assessments required to determine the nature and type of funding required
6. Support participants to develop skills and capacity in understanding their NDIS plan and supports, using the participant portal, developing service agreements, monitoring service provision and liaising with providers as needed.
7. Maintain up to date knowledge of NDIS systems and practices.
8. Work as an effective member of the team, with the ability to show initiative and take direction when necessary.

Data Collection and Reporting

1. Maintain program administrative requirements including the maintenance of timely and comprehensive case notes.
2. Meet electronic data collection requirements.
3. Ensure all documentation demonstrates that support coordination activities are carried out in such a way as to minimise conflict of interest.
4. Monitor and record the use of support coordination hours
5. Prepare and submit reports to the National Disability Agency on progress toward specific goals, outcomes and success indicators within the agreed reporting timeframes.

Representation

1. Liaise and work with NDIA planners and Local Area Coordinators, health and other support providers as relevant to facilitate plan implementation.
2. Attend network meetings and other related local forums or meetings.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).