|  |  |
| --- | --- |
| **Position Details** | |
| **Position Title** | NDIS Specialist Client Support |
| **Nominated Supervisor** | Senior Manager NDIS and Business Services |
| **Division** | Community and Disability Services |
| **Business Unit / Department** | NDIS and Business Services |
| **Cost Centre(s)** | 8901 |
| **Industrial Agreement** | Common Law |
| **Classification** | N/A |
| **Direct Reports** | 1 |
| **Budget** | Nil |
| **Last Date of Review** | 19 November 2019 |

organisational environment

At VMCH, our vision as Catholic Not for Profit organisation is to be a leading provider of high quality disability, specialist education, aged care and retirement living services.

As an organisation, VMCH is sustained by the engagement and contribution of our staff, our volunteers and our community supporters. Our values aren’t just words to us, they guide us in everything we do.

We’ve been in operation for over a century providing in home, residential aged care, retirement living, disability services and specialist education, we have over 50 locations, 2,600 employees and provide services 24 hours a day, 7 days a week.

our values

* **Respect**: We recognise and respect the dignity and uniqueness of each person.
* **Compassion**: We truly care and are always open to the needs of others.
* **Integrity**: We are honest and transparent in all our dealings and accountable for all our actions.
* **Collaboration and partnerships**: We empower people, realise potential and maximise the outcomes from our work.
* **Inclusion**: We are welcoming, inclusive and responsive in our hospitality and services.
* **Stewardship**: We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

About Division

VMCH Community and Disability (C&D) provides statewide high quality services aimed at supporting people to remain independent within the community. Providing services from birth to early intervention and education services to children and their families/carers through to services to adults and the aged. This includes; Home Care, Respite, Community Care, Allied Health, Support Coordination, Specialist Education and Accommodation services.

Position purpose

To effectively coordinate the transition and service planning for new and current VMCH customers to the National Disability Insurance Scheme (NDIS) and other Community and Aged Care services.

key Accountabilites

* Support Team Leaders and other VMCH staff to conduct customer engagement at key points during their NDIS experience, including pre-planning, customer setup and NDIS service implementation
* Coordinate quoting for Accommodation services (Supported Independent Living) and liaison with NDIA on quote approval; coordinate client system setup in relation to SIL services.
* Support Team Leaders and other VMCH staff to provide customer service support to customers and external agency requests for services as required
* Independently conduct individual customer engagement at key points during their service experience, including pre-planning, customer setup and NDIS service implementation
* Independently provide specialist customer service support to customers with complex needs, and external agency requests for services as required, including recommendations and support for Response and Assessment
* Oversee NDIS Client Setup Admin Officer and client setup functions
* Function as the key point of contact in NDIS Portal
* Coordinate and deliver staff training on NDIS, new work practices and customer engagement in conjunction with management to ensure a consistent and effective approach across VMCH
* Develop and implement training strategies and resources for VMCH staff in NDIS-related work practices, other service improvements
* Report on the outcomes of newly implemented work practices
* Liaise with government departments to receive advice on operational issues related to NDIS and other C&D services
* Contribute to the development and documentation of improvements to VMCH business processes
* Negotiate with government departments to develop solutions to operational issues
* Lead the development of selected internal procedures and work instructions, including development of solutions to complex problems
* Work in partnership with the Business and Projects Manager to coordinate effective support for VMCH staff in delivery of services, in particular NDIS
* Provide progress reports on all projects, in consultation with Senior Manager NDIS and Business Services
* Operate within a team environment to meet NDIS project priorities and deliverables
* Any other duties as directed by the Senior Manager NDIS and Business Services
* Provide analysis and recommendations on project planning, status and improvements.

KEY SELECTION CRITERA

**Essential**

* Tertiary qualification in disability studies, business project management or related field
* Extensive experience working directly with customers with significant and diverse disabilities
* Proven capacity to consult with and engage all participants of the NDIS
* Good working knowledge of the NDIS and/or community or disability services
* Strong interpersonal skills with the ability to motivate and gain the cooperation of staff
* Change management and/or project management experience in a complex organisation
* Strong conceptual, strategic thinking and analytical skills with effective collaboration with key stakeholders
* Well-developed prioritisation and organisational skills with the ability to meet deadlines
* Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment
* Demonstrated awareness of the organisation’s vision, mission and values
* Current National Police check (or a willingness to obtain one);
* Current Working with Children Check (or a willingness to obtain one)
* Current Disability Worker Exclusion Scheme check (or a willingness to obtain one).

**Desirable**

* Knowledge of electronic client management systems such as Carelink+
* Other Healthcare, Disability, Education or Change Management/Redesign related qualification(s).

Signatures

|  |  |  |  |
| --- | --- | --- | --- |
| Employee’s Name |  | Supervisor’s Name |  |
| Employee’s Signature |  | Supervisor’s Signature |  |
| Date |  | Date |  |