**POSITION DESCRIPTION – TEAM MEMBER**

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| Position Title | NDIS Support Coordinator | Department | Community Programs |
| Location | Various Locations | Direct/Indirect Reports | Volunteers (number to be determined) |
| Reports to | Senior Manager Lady Lawley Cottage | Date Revised | March 2019 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | level 5 | | |

■ **Position Summary**

The NDIS Support Coordinator will play a key role in supporting Red Cross current and future clients eligible for the National Disability Insurance Scheme (NDIS) to maximise their support budgets in order to reach individual goals. Essential to this role will be the ability to enable participants of NDIS to maximise the value for money they receive from their supports and genuinely exercise choice and control.

The NDIS Support Coordinator will represent Red Cross while liaising with providers in the disability sector in WA on behalf of the organisation, clients and their families, in order to ensure a successful navigation of the NDIS. The Support Coordinator will also support Red Cross in continual process and service delivery improvement in order to meet client needs within the NDIS.

■ **Position Responsibilities**

**Key Responsibilities**

* Undertake on-going analysis of mainstream, community, informal and provider options for people with a disability, focusing specifically on the needs of Red Cross clients, including children with complex disabilities, newly arrived migrants and Aboriginal and Torres Strait Islander peoples
* Act as the entry point for Red Cross current and future clients eligible for NDIS in order to provide consistent information and advice in regards to navigating NDIS
* Work directly with clients and their families to negotiate required services and their prices with future providers, developing service agreements and creating service bookings as required
* Strengthen and enhance the capacity of clients and their families to coordinate supports, self-direct and manage their supports and participate in the community, including resolving problems and issues that arise, understanding personal responsibility and change or end a service agreement
* Support clients and their families to prepare for plan reviews through undertaking assessments and considering future goals
* Review organisational readiness to provide services under the NDIS, and support continual process and service delivery improvements for services which are impacted by individualised funding
* Represent Red Cross at events within the sector, including promotion of support coordination as a service and provide flexibility to support other areas as required.

**■ Position Selection Criteria**

**Technical Competencies**

* Detailed understanding of NDIS legislation, rules, Price Guide and flexibility within a budget
* Experience in case coordination, in particular coordinating access to services
* Experience supporting clients with a range of individual needs, including previous experience with Red Cross client groups including children with complex physical and behavioural disabilities, newly arrived migrants and Aboriginal and Torres Strait Islander peoples
* Highly developed skills in liaising with external and internal stakeholders
* Excellent communicator, both written and verbal

**Qualifications/Licenses**

* Relevant tertiary qualification in social science, health or allied health
* A Working with Children check is a mandatory requirement for this role
* A Full Driver Licence

**Behavioural Capabilities**

* **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
* **Personal effectiveness** | **Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions.  Ability to communicate any problems, implement solutions and monitor appropriate actions.
* **Team effectiveness** | **Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
* **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
* **Organisational effectiveness** | **Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

 **General Conditions**

All Red Cross staff and volunteers are required to:

* Adhere to the 7 fundamental principles of Red Cross:

**Humanity  |  Impartiality  |  Neutrality  |  Independence  |  Voluntary Service  |  Unity  |  Universality**

* Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
* Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
* Comply with the Work Health and Safety management system
* Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
* Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
* Assist the organisation on occasion, in times of national, state or local emergencies or major disasters