

POSITION DESCRIPTION – NDIS Support Coordinator

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| Date: | February 2021 |
| Position title: | NDIS Support Coordinator |
| Location: | Melbourne based and other DCA locations as required |
| Department: | DCA NDIS Services |
| Reports to: | Team Leader Support Coordination |
| Direct reports: | None |

Organisation purpose and mission

Deaf Children Australia's (DCA) purpose is to remove barriers to the personal development and social inclusion faced by children and young people who are deaf or hard of hearing (DHoH). Our mission is to inspire and empower DHoH children and young people to reach their full potential. In achieving DCA's vital work, our organisation, staff and volunteers uphold the following values:

- Respectful
- Accountable
- Cooperative, and
- Committed to Service.

Position overview

This position works closely and develops strong relationships with National Disability Insurance Scheme (NDIS) Participants and their families/carers to assist them to understand their NDIS plan, engage with appropriate service providers and allied health professionals, facilitate the implementation of all supports, and monitor progress toward the achievement of their plan goals. This position is primarily for, but not limited to, providing Support Coordination to NDIS Participants who are deaf or hard of hearing.

Key working relationships

| Internal Stakeholders | External Stakeholders |
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| CEO and Executive Team | NDIS Participants, their families/carers, other informal supports |
| NDIS Manager | Community Service Providers and mainstream agencies |
| Team Leader Support Coordination | NDIS Local Area Coordinators (LAC) |
| NDIS Training and Compliance Coordinator | Schools and tertiary institutions |
| Other DCA Staff | National Disability Insurance Agency (NDIA) |
| DCA Partners and stakeholders | |

Key Result Area (KRA), Responsibilities and Key Performance Indicators (KPI)

| Key Result Area | Responsibilities | KPI |
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| <p>1. Carry out duties of the role</p> | <p>Assist NDIS participants to identify and plan strategies to achieve their NDIS Plan goals within a person-centered framework</p> <p>Work collaboratively and equitably with each participant with respect to their right to dignity, privacy, independence and respect</p> <p>Support participants to implement their NDIS Plan to maximise value for money</p> <p>Develop trusting, collaborative, professional and positive relationships with participants, their families, informal supports, other service providers and stakeholders</p> <p>Ensure participant choice and control by providing information, assist participants to navigate the NDIS, make informed choices when accessing services, and coach them to coordinate their own supports</p> <p>Monitor, review and assess participant progress over time, seeking feedback and ensuring work is delivered with high level customer service and according to DCA standards and expectations</p> | <p>Achievement of NDIS Participant goals</p> <p>NDIS Support Coordination participants are attracted and retained</p> <p>Positive results from formal and informal feedback from participants, stakeholders and other customer satisfaction measures</p> |
| <p>2. Compliance with all funding contracts or terms of business</p> | <p>Adhere to DCA's ISO Quality Management System (QMS)</p> <p>Comply with all DCA policies and procedures</p> <p>Ensure compliance with all quality risk management policies and procedures for DCA NDIS Services</p> <p>Ensure all complaints and incidents are dealt with in accordance with disability standards</p> <p>Promote a culture of continuous improvement within DCA NDIS Services</p> <p>Keep up to date with legislation impacting DCA, our services and clients</p> <p>Report to regulatory and funding bodies as</p> | <p>Accurate file notes, reports, dates and hours of service delivery are promptly entered into DCA's Client Management System</p> <p>Participant information, records and communications are controlled in line with DCA policies and legislation</p> <p>Conducts work practice compliant with NDIA policies and guidelines, and DCA's Quality Management System (QMS)</p> <p>Complaints and incidents are managed and reported in line with disability standards and DCA policies and procedures</p> |

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| | <p>required</p> <p>Ensure accurate and professional recording of session delivery is completed in a timely manner in accordance with NDIS and DCA requirements</p> <p>Ensure all participant information, records and communications are protected and maintained in accordance with DCA policies and Privacy legislation</p> | <p>Participates in activities supporting continuous quality improvement</p> |
| <p>3. Program viability and accountability</p> | <p>Meet individual targets as per Business Unit Budget and Business Plan</p> <p>Ensure all billing requirements, including evidence requirements and claims under the NDIS funding stream and other invoices are submitted and claimed within required timeframes</p> <p>Assist in development of new business opportunities and program marketing activities as required</p> <p>Gather relevant metrics to ensure financial performance and service impact can be measured as required</p> <p>Operate within the delegated authority and boundaries of the role</p> <p>Other key measures as determined by DCA, NDIA or other key stakeholders</p> | <p>Responds to enquiries and referrals, service agreements, quotes and assessments, management of entry and exit procedures completed within required timeframes</p> <p>Meets individual targets and KPIs as determined by management</p> <p>All required documentation related to service delivery is entered into DCA's Client Management System within required timeframes to enable timely NDIS billing</p> <p>Participates in business development activities</p> <p>All required reports are provided within set timeframes</p> |
| <p>4. Collaboration and organisational culture.</p> | <p>Work collaboratively as part of the DCA Team</p> <p>Maintain a staff culture of accountability, productivity, performance and continuous improvement</p> <p>Participation and attendance in staff training and development</p> <p>Participation and attendance at staff meetings</p> <p>Behaviour is always respectful to participants, parents, stakeholders, staff members and other service providers</p> <p>Work in conjunction with staff from other organisations within DCA's service delivery network to enable successful delivery of</p> | <p>Positive feedback on collaborative work practices from stakeholders</p> <p>Performance review feedback</p> <p>Minimum 80% attendance at meetings and training</p> <p>Attended and completed mandatory training and development</p> |

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| | programs | |
| 5. Human resources | <p>Participate in regular DCA Performance and Development Reviews</p> <p>Participate in regular supervision meetings with line manager for mentoring, support and monitor performance</p> | <p>Productively participates in regular supervision meetings</p> <p>Successful completion of Performance and Development Review process</p> <p>Staff satisfaction survey results</p> |
| 6. Other duties | N/A | N/A |

Key Selection Criteria

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| Qualifications (<i>formal, recognised qualifications/professional memberships</i>) |
| Tertiary qualifications or equivalent or significant experience relevant to the role |
| Critical Competencies & Experience (<i>skills, attitudes and abilities critical to successful performance</i>) |
| <p>Fluency in Australian Sign Language - Auslan or actively working toward fluency</p> <p>Excellent written communication and interpersonal skills, including ability to present ideas to individuals and groups, and ability to develop strong relationships with all stakeholders</p> <p>Highly developed negotiation and conflict resolution skills</p> <p>Strong problem-solving skills to successfully identify issues and barriers, develop and implement solutions in collaboration with Participants</p> <p>Excellent customer service skills with commitment to ensuring a positive, professional customer experience</p> <p>Strong time management and organisational skills with ability to plan work effectively while demonstrating flexibility to meet individual needs</p> <p>Demonstrated ability to be able to work independently and as part of a team</p> <p>Proven experience in record keeping including an ability to maintain confidential information and maintain program paperwork</p> <p>Proficient computer skill level, including use of Microsoft Office programs</p> <p>Proven ability working to targets and KPI's</p> <p>Ability to develop internal and external stakeholder relationships and promote the organisation to meet business development objectives</p> <p>Sound values that reflect DCA's mission and vision</p> <p>Current driver's licence and ability to utilise own vehicle</p> |

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| Demonstrated physical capability to perform job requirements |
| Knowledge <i>(include area and level/significance of experience required)</i> |
| Sound understanding of the National Disability Insurance Scheme Strong understanding, knowledge and experience of the Deaf community and culture Understanding of the needs of people with a disability and their families/carers |
| Employee Code of Conduct |
| Comply with the requirements of the DCA Employee Code of Conduct |
| DCA Values |
| Contribute to the maintenance of a positive working environment and team culture Positive contribution to team meetings and team interactions Behaviours and actions are consistent to DCA Values– respectful, accountable, cooperative and committed to service |
| Health and Safety |
| You are required, while at work, to take reasonable care of your own health and safety and the health and safety of anyone else who may be affected by your actions It is your responsibility to follow reasonable instructions and follow DCA’s WHS policies and procedures You are required to cooperate on any action taken by the employer to comply with any requirements imposed by the Work Health and Safety Act 2011 or associated regulations You are required to undertake any training provided to protect your health and safety whilst at work You are required to report any health and safety hazards, incidents or near misses using the Incident Reporting System If you have been assigned or elected to additional WHS duties you will receive the appropriate training to enable you to perform your duties and advise other employees on WHS matters |
| Other Requirements |
| A current Working with Children Check NDIS Worker Screening inclusive of a satisfactory Police check or International Police Check A current Driver’s Licence |

I have read and understand the contents of this position description.

I understand that these tasks will form the basis of my employment.

I understand that at times I may be directed to undertake other tasks that are not documented within the position description.

I confirm receipt of this Position Description.

Acceptance of Position Description

Employee Name _____

Employee Signature _____ Date _____