



## JOB DESCRIPTION

Key Position Information			Date Reviewed: 22 November 2017
<b>Title</b>	NDIS Support Coordinator	<b>Department - Location</b>	NDIS
<b>Reports to</b>	NDIS Team Leader	<b>Award</b>	Richmond Wellbeing Enterprise Agreement 2016
<b>Level / Salary</b>	Level 3.1	<b>Basis of Employment</b>	Full time (up to 12 months)
Role Purpose			
<p>The NDIS Support Coordinator is responsible for the implementation and coordination of individualized supports and services for clients with NDIS plans.</p>			

Richmond Wellbeing Vision, Purpose and Values			
<p>Our Vision: A community where people are able to recover and live a valued and fulfilling life.</p> <p>Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.</p>			
<p><b>Hope</b></p> <p>We believe that people can and do recover from mental illness, and we strive to promote hope, control, opportunity and choice.</p>	<p><b>Inclusion</b></p> <p>We embrace diversity, respect and value people's differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.</p>	<p><b>Service Excellence</b></p> <p>We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.</p>	<p><b>Compassion</b></p> <p>We work in a person-centered way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with, families, individuals, colleagues and the community.</p>
Statement of Diversity			
<p>The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet.</p> <p><a href="https://www.rw.org.au/diversity-statement">https://www.rw.org.au/diversity-statement</a></p>			

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
Richmond Wellbeing Values	<ul style="list-style-type: none"> <li>Acts consistently in accordance with the RW Values and Key Principles – challenges practices inconsistent with these values and uses values as a basis for managing relationships and decision making.</li> <li>Actively engage in self-reflection and develop own practice.</li> </ul>	<ul style="list-style-type: none"> <li>Reflect RW values in daily interactions and within scope of role.</li> <li>Demonstrate this in supervision and Critical reflection groups.</li> </ul>

<p>People Accessing Services</p>	<p>The Support Coordinator shall ensure that:</p> <ul style="list-style-type: none"> <li>• Assist clients to implement strategies to access supports and services including funded supports, community, mainstream and informal.</li> <li>• Strengthen and assist with capacity building skills to enhance client’s abilities to coordinate support and services and to participate in the community.</li> <li>• Family members, Carers and friends and other agencies are included where possible and with the consent of the participant.</li> <li>• Critical incidents and other risk incidents are dealt with according to the Organisation’s Policies and Procedures and funding body requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Plans are reviewed and submitted within the designated time frame with participant involvement.</li> <li>• Documentation of clients records is kept as per RW standard i.e. Case Notes, Release of Information etc.</li> <li>• Participation in meetings with stakeholders is reported to Line manager.</li> <li>• Critical incidents are reported to RW management and Duty of Care maintained.</li> </ul>
<p>Service Operations</p>	<ul style="list-style-type: none"> <li>• Enquiry and intake for new NDIS clients as required.</li> <li>• Review of NDIS client plans as required.</li> <li>• Record and maintain NDIS client records.</li> <li>• Undertake any required reporting requirements to NDIA.</li> <li>• Ensure all NDIS services are provided with the appropriate NDIS legislation, guidelines and funding framework.</li> <li>• Maintain regular, positive communication and a working relationship with all external stakeholders.</li> <li>• RW Service Promotion to the wider community.</li> </ul>	<ul style="list-style-type: none"> <li>• Recording of client notes.</li> <li>• Ensure contractual reporting is completed prior to due date.</li> <li>• Audit results of client records</li> <li>• Participate in RW promotional activities</li> <li>• Participate in community and organisational committees if required.</li> <li>• Documentation is maintained as per the Organisation’s Policies and NDIS requirements.</li> </ul>
<p>Employee Contribution</p>	<ul style="list-style-type: none"> <li>• Positive and constructive work environment is promoted where employees are valued.</li> <li>• Employees adhere to the RW Code of Conduct and Ethics and Policy and Procedures.</li> <li>• Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW.</li> <li>• To carry out other duties which may be required, requested or directed and which are within the person’s capability and training to perform.</li> </ul>	<ul style="list-style-type: none"> <li>• Show respect and helpfulness in all interactions</li> <li>• Read, understand and seek clarification of Policy and procedure documents.</li> <li>• Enrol in and complete required Core Training within required time frame.</li> <li>• Duties are completed to expected standard as outlined by manager.</li> </ul>
<p>Occupational Safety and Health</p>	<ul style="list-style-type: none"> <li>• Promote a safe and healthy working environment that complies with OSH requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• A “Safe work” culture operates within Richmond Wellbeing</li> </ul>

	<ul style="list-style-type: none"> <li>• Take a shared responsibility to ensure the safety and well-being on self and others.</li> <li>• Utilise all protective equipment provided and as instructed</li> <li>• Work in a safe manner while exercising due care and caution</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.</li> </ul>
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<b>Employee Requirements</b>	
Essential	<ul style="list-style-type: none"> <li>• Experience in mental health work and a sound understanding of psychosocial recovery within a human services context.</li> <li>• Strong problem solving skills and ability to link with a range community, funded and mainstream services.</li> <li>• Excellent demonstrated communication skills including written and interpersonal.</li> <li>• Strongly demonstrated ability to plan, organise and manage one's own workload.</li> <li>• Demonstrated ability to work flexibly across autonomous and teamwork settings.</li> <li>• Strongly demonstrated ability to operate within organizational guidelines, procedures and policies.</li> <li>• Demonstrated computer skills, with experience in MS Office applications and client data management systems.</li> <li>• Sound Research skills which can be used to facilitate the connection of service participants with appropriate community resources.</li> <li>• Current National Police Clearance certificate.</li> <li>• Current Driver's license.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Knowledge of NDIS system and processes.</li> <li>• Relevant tertiary qualification.</li> </ul>