

NDIS Support Coordinator



Position description

Responsible to:	CFO or equivalent non-operational position
Division:	Corporate
Status:	0.4 EFT- 15.2 hours per week (full-time is 38 hours)
Scheduled working days and hours:	0.4 – equivalent 2 whole week days as agreed

Organisation overview

Formed in 1992 following the amalgamation of three smaller community employment organisations, and then expanded with the merger of Continuing Education Bendigo in 2014 and Our Shed in 2015, Access Australia Group (AAG) has grown to what is today a large and diverse not-for-profit, community-based organisation. AAG is a registered public benevolent institution. As an internationally accredited organisation, the continuing focus of operations is to provide superior customer service and be an employer of choice. AAG operates five key divisions undertaking a range of operations:

- **Employment Services**
- **Registered Training Organisation, Access Skills Training**
- **Social Enterprises including PepperGreen Farm and PepperGreen Farm Catering**
- **Social Inclusion including Access Creative Studios**
- **Corporate Services.**

Board of Directors

A board of voluntary directors governs AAG. Each member of the Board of Directors (Board) contributes a particular expertise to AAG in its mission of providing opportunities for people. All directors work in conjunction with the Chief Executive Officer (CEO), who has overall responsibility for implementing the policy and strategic direction of the Board.

Mission

To enable people with disadvantage or disability to enhance their life outcomes through open employment, training and other opportunities

Values

- **Quality Service and Best Practice**
We work with passion and commitment to continuously improve our performance.
- **Diversity**
We value and support diversity, believing that every person has a right to be involved in their community
- **Accountability**
We empower individuals to take responsibility for their actions
- **Innovation**
We embrace a dynamic, creative and flexible environment
- **Collaboration**
We seek value through internal and external partnerships

Division Information

The Corporate Services Division provides AAG wide support services including finance, payroll, ICT and infrastructure and equipment maintenance. It delivers critical corporate functions and infrastructure across the organisation, with a strong focus on financial management. The Support Coordination will sit with this division to evidence clear demarcation of this service from all other NDIS operational services, in line with NDIS requirements.

Responsibilities and duties: NDIS Support Coordinator

Major Function and Purpose

The NDIS has made provision for some recipients of funded supports to receive additional support in selecting their provider/s of choice.

Main Function

- Meet with and engage NDIS customers to develop and refine their goals
- Work with NDIS customers to achieve their goals in line with their NDIS Plan
- Provide ongoing support to these customers in line with their NDIS plan
- Build a comprehensive knowledge of local service providers, including specific services on offer
- Engage and coordinate service provision, and providers, on behalf of NDIS customers, and link customers to the providers of their choice, and that link with their NDIS goals.
- Engage customers other informal supports as required
- Work with customers to help build their own capacity and independence
- Engage with NDIA planners, and LAC's, to ensure through linkages that the goals and interests of the NDIS customer are upheld throughout
- Provide crisis support and information to abate customer fears and concerns
- Ensure appropriate service agreement documentation is completed and processed through to invoicing via finance department, for each customer

Compliance and documentation

- Maintain confidentiality of customers, their families, the organisation and incidents.
- Support and implement the Human Services standards from the Department of Health and Human Services, and those specified by the NDIS.
- Ensure that all NDIS supports that are provided are documented in AAG's systems in a timely manner, ensuring compliance with conflict of interest policies in all circumstances

Best practice

- Use a coaching approach to assist NDIS customers in building capacity to ensure their choice and control is optimised
- Work as an effective member of a team, promoting a positive, customer focussed, 'can-do' culture.
- Attend and contribute at team/staff meetings and training sessions.
- Display high level of personal integrity and professionalism when representing AAG.

- Organise time and workload to maximise productivity and client support in the time available.
- Become familiar with and abide by all AAG's policies and procedures including compliance with AAG quality assurance policies, systems, procedures and work instructions.
- Ensure that Occupational Health & Safety guidelines are observed, implemented and improved.
- Comply with all relevant legislation and/or by-laws that relate to our activities.

Health and Safety in the Workplace

Staff employed by AAG are expected to participate in Occupational Health and Safety (OHS) by:

- Adhering to AAG's policies and procedures in relation to OHS.
- Taking reasonable care to ensure that your own health and safety along with that of others is abided to as per the *OHS Act 2004*.
- Participating in the development of a safe and healthy workplace and adhering to safe work practices.
- Reporting any injuries, hazards or illnesses where practical, immediately to your supervisor or OHS representative.
- Not placing others at risk by any act or omission and not wilfully or recklessly interfering with safety equipment.

Disability Worker Exclusion Scheme Check

As per the *Disability Act 2006*, staff of AAG are required to partake in a screening check against a Disability Worker Exclusion List which is operated by the Department of Health and Human Services before commencing employment. This check is designed to protect the safety and wellbeing of clients living with a disability and to exclude people who pose a threat from working in the disability service. Staff will have their status checked via submission of consent form to AAG along with a copy of current photo ID.

Working with Children Check (WWCC)

Under the *Child Wellbeing and Safety Act 2005*, AAG is mandated by the Department of Health and Human Services to be compliant with the child safe standards that:

- Promotes the safety of children
- Prevents child abuse
- Ensures effective processes are in place to respond to and report allegations of child abuse
- Encourages children to "have a say", especially on issues that are important to them or about decisions that affect their lives.

As an element of these standards is safety screening, all staff of AAG are required to hold an employee Victorian Working with Children Check card or a current Victorian Institute of Teaching (VIT) registration card.

Police Check

All AAG staff are required to undertake a police check prior to commencing employment. If an employee can produce evidence of a police check that is not more than 3 months old, they will not be required to undertake another check.

Probationary Period

The probationary period for staff employed by AAG is 6 months. During this time, AAG or the employee can terminate employment for any reason. The purpose of this probationary period is for both parties to decide whether the employee is suitable for the position and / or the organisation.

Equal Opportunity

AAG is committed to providing an environment that is free of discrimination. All staff are entitled to access employment, promotion, training, transfers, and benefits on the basis of merit and will be assessed on the basis of their skills, qualifications, abilities, prior work performance and aptitudes.

Inclusion

Access Australia Group strongly encourages Aboriginal, Culturally Diverse community members and people with disability to apply for this position.

Signatures

Name:

Signature:

Date: / /

Chief Executive Officer

Date: / /

Key selection criteria

Essential

- Sound knowledge of the NDIS
- Knowledge of local NDIS service providers
- Capacity to build strong data base of Local Disability Service Providers on AAG CRM
- Excellent, demonstrated Customer Service
- Strong Collaborative Approach / Networking Skills
- Solid Problem Solving / Creative / Lateral Thinking Skills
- Excellent, demonstrated Administration skills
- Excellent, demonstrated Communication Skills
- Excellent, demonstrated Organisational skills

Desirable

- Understanding of mental health issues and engagement
- Cert IV in Disability
- Level 2 First Aid
- Supervision of Staff

Successful applicants will be subject to a Police Check, Working with Children's Check, a Disability Workers Exclusion List check and an Employment History Check

Applicants must address the key selection criteria in their application

Salary and conditions of employment

AAG developed an Enterprise Agreement, which took effect in 2016 and governs employment and related conditions.

Pay Range: Class 4 Band 1 \$66,026 to Class 4 Band 6 \$73,872 pro-rata (depending on experience and qualifications), plus superannuation and leave loading, commensurate with skills, experience and qualification. Attractive salary packaging benefits may be available. *(All applicants are encouraged to obtain their own independent financial advice).*

Application submission

Address applications to: Access Australia Group PO Box 276 Bendigo VIC 3552	Or deliver in person to: 33 Mundy Street Bendigo VIC 3550 Or via email to: josephine.walsh@accessaustralia.org.au
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Applicants may visit the AAG web site at: www.accessaustralia.org.au

Access Australia Group operates under an Equal Opportunity Policy and Occupational Health and Safety Policy and in accordance with current legislation. We encourage people from different backgrounds to

apply for positions within our business, including Aboriginal and Torres Strait Islander peoples, people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disabilities.