

Position Description

Position Title	NDIS Support Coordinator
Position Number	P5137
Type of Employment /	Part Time
EFT	
Status	Ongoing
Program Area / Service Unit	Support Co-ordination/Service and Care Coordination
Division	Community Connections
Award / Agreement / Classification	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To	Team Leader – Service and Care Coordination
Primary Location	Timins St Sunbury (travel across sites may be required)

Omnia Community Health

From 1 January 2026, Sunbury and Cobaw Community Health and Nexus Primary Health will merge to form a new, unified not-for-profit community health organisation, Omnia Community Health.

This decision follows an extensive exploration process that confirmed the merger will improve access to safe, high-quality, and sustainable health and community services across the Hume, Macedon Ranges, Mitchell, Murrindindi and Strathbogie local government areas.

The new organisation will bring together the deep community connections, shared values and specialist expertise of both entities. Services will span general practice, allied health, disability support, mental health, early childhood, family services, aged care and community wellbeing, delivered from sites in Broadford, Kinglake, Kyneton, Romsey, Seymour, Sunbury and Wallan, with additional outreach into surrounding communities.

As a community health organisation grounded in the social model of health, our multidisciplinary teams recognise the impact of social, economic, cultural and political factors on health and wellbeing. We work in partnership with individuals, families and communities to deliver person-centred, inclusive and culturally safe care.

All employees contribute to our shared purpose by:

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- Supporting community and individual health through health promotion, prevention, early intervention and place-based consultation
- Delivering care and services that reflect the diverse lived experiences of our clients
- Collaborating across teams to drive innovation, equity and continuous improvement
- Embodying the values of respect, inclusion, accountability and partnership

We are an equal opportunity employer and a health-promoting workplace, committed to building a diverse workforce and inclusive culture. We welcome applications from people of all cultural backgrounds, Aboriginal and Torres Strait Islander peoples, people with disabilities, those from the LGBTIQA+ community, and other underrepresented groups.

We are committed to the safety and wellbeing of children and vulnerable people and uphold a shared responsibility in the prevention of and response to family violence. All employees are required to meet relevant compliance and screening obligations as part of their employment.

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Our Values

Healthy connected people. Healthy connected communities.

PASSIONATE PEOPLE

- My energy sparks enthusiasm in others** • I show the way
• I speak from the heart • I am accountable for doing my best
• I am honest, especially when I don't know

AMAZING TOGETHER

- We include everyone and celebrate diversity** • We listen and understand • We empathise and are kind to all • We empower everyone to be their best so we all grow

REMARKABLE IMPACT

- We create solutions that make a difference** • We speak up so nobody gets left behind • We welcome challenge and ask 'why?' and 'why not?' • We learn through change, and change through learning

The Program Unit / Team

The NDIS Support Coordination team sits within the Community Connections Unit, this Unit is part of the Aged, Disability and Clinical Services Division.

The team is based in Sunbury and Kyneton and cover a wide range of areas within a reasonable distance for when face to face meetings with participants are required.

As Support Coordinator you will be responsible for coordinating supports for National Disability Insurance Scheme (NDIS) eligible participants that have Support Coordination listed on their plan. This position is expected to focus on providing positive experiences for NDIS participants by working with their support network and assisting the participant to link in to new supports with the aim of meeting the goals set out in their NDIS plan.

As a Support Coordinator you will work flexibly and creatively with participants to strengthen their abilities to connect with relevant supports, to develop and maintain formal and informal supports, and increase their capacity to navigate a complex support system.

The role will vary from a more basic level of coordination to more specialised support for participants with complex support needs. You will be expected to build your local knowledge of available services and networks and work from a strengths-based approach to encourage participants to actively engage with services, their networks and their community.

The Position

Key Duties and Responsibilities

- Support participants of the National Disability Insurance Scheme to build capacity and connect with relevant supports including understanding the role of service providers, funding and budget application and choice and control.
- Actively pursue knowledge of the NDIA, legislation relating to the NDIS and the price guide provided by the NDIA and the regular changes as the scheme matures.
- Contribute to the planning and development of internal systems and processes to support the work of the NDIS Support Coordination program.
- Work with the participant, family and/or nominee to develop a plan of how Support Coordination will be delivered and the expected outcomes of their current plan.
- Assist participants to identify service and support options, strengthen their capacity to establish networks, maintain support services, linkages and relationships to meet goals.
- Alert team leader to any identified conflict of interest issues.
- Assist the participant with understanding how they can make the most of their plan to achieve their goals, including the cost and value of services available to them.
- Develop resources and tools that aim to strengthen a participant's capacity to engage independently with support services and networks.
- Respond when there is a point of conflict or life stage change for the participant to build on capacity and resilience. Support the plan review process if required.
- Record and maintain up to date and accurate participant records via client management systems. Ensure service provision is billed in a timely manner.
- Provide up to date reporting and data collection within internal systems and to the NDIA as

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required.

- Actively contribute to internal meetings and planning towards better outcomes and systems for client service delivery.
- Strive for solutions that proactively manages the balance between participant /service risks and maximising service recipient outcomes.
- Use of NDIS quality and safeguarding framework principles to ensure high quality supports are delivered and compliance with the National Standards for Disability Services.
- Assist participant to communicate with NDIA when required to support their own plan requirements.
- Liaise with other professionals and service providers, to facilitate participant pathways and make referrals as appropriate.
- Participate and actively engage in regular supervision and annual appraisal processes.
- Operate in line with the organisation's values, strategic direction, policies, procedures and work.
- Attend team meetings, staff meetings, relevant network meetings, program planning and professional development sessions. Engage in ongoing professional development and quality improvement activities in line with billable hours targets.
- Other duties as required to achieve position specific or organisational objectives.

The Person

You Demonstrate:

The personal attributes needed to fit this role are:

- Empathy and a genuine interest in the outcomes for people living with a disability and the capacity to be creative in responding to assist participants to achieve their goals
- Relevant knowledge and experience in case management within the health, disability, or community sectors
- Knowledge of the NDIS or demonstrated ability to develop this knowledge
- Ability to develop strong working relationships with service providers
- A commitment to working from a strengths-based approach with participants

Key Selection Criteria

Applications **must** include written responses to the following:

Essential

1. Demonstrated knowledge and understanding of the NDIS
2. Demonstrated ability to develop resources and systems to support better outcomes for participants with complex support needs

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3. Experience in a relevant role, preferably the disability, health or mental health sectors
4. Demonstrated ability to build and maintain professional networks
5. Demonstrated evidence of excellent time management and organisational skills, and the ability to prioritise tasks
6. Understanding and demonstrated commitment to the social model of health

Desirable

1. High levels of computer literacy in using a range of Office computer packages and client management systems

Qualifications, Registration and/or Experience

Qualifications required in Social or Health Science, Allied Health, Social Worker, Nursing, Community Services, Welfare or similar.

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Other Requirements

Quality

- Assist in the development and implementation of the organisation's quality improvement strategies
- In consultation with the Leadership Team develop and implement standards and ensure programs are monitored and evaluated in terms of relevance, timelines, cost effectiveness and client satisfaction
- Initiate and participate in the development and review of SCCH policies and procedures.

Occupational Health & Safety and Risk Management

- All employees have a responsibility to occupational health and safety at SCCH. Employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

General

- It is the responsibility of all employees to work within SCCH's Code of Conduct and represent SCCH as a professional and client-focused organisation and to promote its range of services
- Comply with SCCH's Deed of Delegation
- Comply with and contribute to SCCH's Policies, Procedures and Work Instructions
- Carry out all other duties as directed consistent with SCCH's Strategic Direction
- Attend employee meetings, relevant network meetings, program planning and professional development sessions.
- Engage in ongoing professional development and quality improvement activities
- Participate and actively engage in regular Supervision
- Other duties as required to achieve position specific or organisational objectives
- Be conversant with computer systems and other technology relevant to the position

Additional Information

Sunbury and Cobaw Community Health (SCCH) is an Equal Opportunity Employer.

SCCH is an organisation that values diversity. All employees are required to have an awareness of inclusive practice principles as they relate to the following vulnerable community groups: lesbian, gay, bisexual, transgender, and intersex, Aboriginal and Torres Strait Islander, people with a disability, culturally and linguistically diverse and people experiencing poverty.

SCCH is committed to promoting and protecting the interests and safety of children. SCCH has zero tolerance of child abuse. All employees working at SCCH are responsible for the care and protection of children and reporting information about child abuse.

The successful incumbent will be required to undertake and (existing employees) maintain a National Criminal History Check (NCHC), a NDIS Worker Screening check, and hold a current valid Working with Children Check (WWCC). Appointment is subject to the outcomes of these checks and the provision of a recruitment screening Statutory Declaration (for new employees).

SCCH is also committed to being a workforce and community leader in the prevention of family violence.

Employees may be required to complete (or provide evidence of completion) ISS and MARAM training in accordance with the Family Violence Protection Act 2008.

SCCH reserves the right to vary the location of the position according to its needs and the needs of its clients and any future changes to SCCH's area of operation.

Salary sacrifice arrangements are available to all permanent employees subject SCCH's ongoing Fringe Benefits Tax exempt status

The position requires a current Victorian Driver's licence.

Acknowledgement

I hereby accept and agree to the duties in the Position Description. I understand that this Position Description is to be read in conjunction with my Letter of Appointment and agree to abide by the terms and conditions stipulated therein.

Name:	<i>(Please Print)</i>
Signature:	<i>(Incumbent)</i>
Date:	