



POSITION DESCRIPTION

National Disability Insurance Scheme (NDIS) Coordinator

Position Description

Job Title	National Disability Insurance Scheme (NDIS) Coordinator
Reports to	Social Emotional Wellbeing Manager
Date Reviewed	June 2021

Position Objective

The Wirraka Maya Health Service Aboriginal Corporation's objective is to provide holistic, primary health care services to the Aboriginal people of South and Port Hedland and surrounding areas.

The role of the National Disability Insurance Scheme (NDIS) Coordinator is to support participants to navigate the NDIS system, understand NDIS plans, and connect into the broader system of services and to build their capacity to direct their supports independently over time. The role of the NDIS Coordinator is also to work in collaboration with employees and managers in implementing the NDIS program objectives, by ensuring their team delivers effective and efficient service in order to meet the needs of the participants and the community. .

1. Position Responsibilities

Key Result Area (KRA)	Key Performance Indicators (KPI)	Measures
Support Coordination	<ul style="list-style-type: none"> • Provide coordination and transition support for NDIS individuals using a person centered planning approach; • Ensure individualised support plans are in place for client based on NDIS goals; • Research and engage informal and main stream services, providers and suppliers to support the client to achieve their goals; • Locate, coordinate, manage and facilitate a range of specialised support providers to meet client identified needs; • Assist client in NDIS plan meetings as required and appropriate; • Empower, and advocate where required, for clients to build their abilities to exercise choice and control to coordinate supports and access their local community; • Provide outreach services and follow up as required. 	<ul style="list-style-type: none"> • Provide coordination and transition support for NDIS individuals using a person centered planning approach; • Ensure individualised support plans are in place for client based on NDIS goals; • Research and engage informal and main stream services, providers and suppliers to support the client to achieve their goals; • Locate, coordinate, manage and facilitate a range of specialised support providers to meet client identified needs; • Assist client in NDIS plan meetings as required and appropriate; • Empower, and advocate where required, for clients to build their abilities to exercise choice and control to coordinate supports and access their local community; • Provide outreach services and follow up as required.
Coordination of a Team	<ul style="list-style-type: none"> • Assist and support NDIS staff to provide service excellence; • Assist with identifying staff skills and allocating workload appropriately; • Identify the workforce needs of the NDIS team and develop and implement objectives for the improvement of workforce capacity in consultation with SEWB Manager. 	<ul style="list-style-type: none"> • Project plan in place for NDIS Team; • NDIS staff attend training as required; • NDIS staff concerns communicated to SEWB Manager in a timely manner.

Compliance/Reporting	<ul style="list-style-type: none"> • Ensures that all NDIS reporting requirements are met; • Case notes are recorded in Communicare for every client contact; • Invoicing spreadsheets are maintained. 	<ul style="list-style-type: none"> • NDIS reports completed as required; • NDIS reports are completed on time; • Case notes in Communicare up to date; • Invoicing spreadsheets up to date.
Demonstrate Commitment to Values and Behaviours	<ul style="list-style-type: none"> • Respect: We treat everyone with courtesy and have regard for their dignity; • Integrity: We always act with honesty and are accountable for our actions. • Leadership: We display and model positive influence towards others. • Innovation: We encourage new and better ways of doing things. • Customer Focus: Our Stakeholders are at the core of everything we do. • Teamwork: We develop relationships which enable us to help one another. 	<ul style="list-style-type: none"> • Nil successful complaints in relation to values and behaviours.
Collaboration	<ul style="list-style-type: none"> • Work closely with local service providers to establish service requirements and provide information, assurance and advice as required; • Work collaboratively with clients, families, providers and other stakeholders. • Attend industry forums as a representative of WMHSAC as required. 	<ul style="list-style-type: none"> • Collaboration with other stakeholders;
External Relationships	<ul style="list-style-type: none"> • Invited to and attend industry forums as a representative of WMHSAC; • Promotes the goals and objectives of the organisation internally and externally. 	<ul style="list-style-type: none"> • Attendance at industry forums; • Positive feedback from peers in annual performance review and an average rating achieved of 3 or greater.
Health and Safety	<ul style="list-style-type: none"> • Ensures compliance with health and safety policies and procedures which reduces risk, employee incidents and injuries. 	<ul style="list-style-type: none"> • No breaches of Health and Safety Policies and procedures.

Infection Control	<ul style="list-style-type: none"> • Maintain infection control principles, policies and procedures at all times and demonstrate leadership in infection control. 	<ul style="list-style-type: none"> • Nil breaches of Infection Control policies and procedures.
Quality Improvement Activities	<ul style="list-style-type: none"> • Take an active role in continual quality improvement in the delivery of client services; • Ensure all standards are maintained consistent with evidence based best practice standards as applicable to the role. 	<ul style="list-style-type: none"> • Evidence of reviewing and improving client services. • 100% compliance with practice standards where applicable.
Other duties	<ul style="list-style-type: none"> • All other duties as required. 	<ul style="list-style-type: none"> • All other duties completed as requested and to set deadlines.

Work Related Requirements/Selection Criteria:

Essential

- Be approachable, positive, and respectful and has a contemporary attitude to people with disability;
- Demonstrate experience communicating in a culturally and appropriate way with community members;
- Demonstrated experience building client relationships and trust;
- Understanding of confidentiality;
- Understanding and knowledge of the impact of disability on daily life and how reasonable and necessary supports can impact on a person's ability to participate in community and economic life;
- Demonstrated experience in the facilitation of professional introduction, establishing relationships between participants, their families and 'other', as relevant stakeholders, service providers and pathway supports whether 'formal-informal';
- Comply with legislation and manage potential conflicts of interest and seek assistance to do so, if required;
- Sound working knowledge and overview about the communities working in;
- Ability to manage service delivery performance;
- Valid Western Australian Working with Children's Check;
- Valid Driver's License;
- A National Police Check.

Desirable

- Experience with disability and social service delivery;
- Knowledge and understanding of the NDIS;
- Knowledge of services available in the Pilbara community.
- Previous leadership experience

Employee Name:		Senior Manager Name:	
Employee Signature:		Senior Manager Signature:	
Date:		Date:	