



HEALTH SERVICE
ABORIGINAL CORPORATION

POSITION DESCRIPTION

Remote Community Connector Position Description

Job Title	Remote Community Connector
Reports to	NDIS Manager
Date Reviewed	February 2022
Directs Reports	Nil

Position Objective

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

The Remote Community Connector aims to engage, inform and assist people living in Aboriginal and Torres Strait Islander remote communities through the National Disability Insurance Scheme (NDIS) pathway process.

1. Position Responsibilities

Key Result Area (KRA)	Key Performance Indicators (KPI)	Measures
Community Engagement	<ul style="list-style-type: none"> • Act as a cultural broker between the community and the participant by providing relevant information and referring people with disability and families to the NDIS Coordinator; • Be a point of contact for WMHSAC and potential participants; • Establish strong relationships with people with disability and families and service providers in community; • Assist in promoting broader community understanding and awareness of the National Disability Insurance Scheme; • Assist community members to test their eligibility for the NDIS and support the Participant Pathway process; • Assist in linking people for relevant meetings and provider appointments; • Support local linkages with the local health clinic, community school, and other community based service organisations; • Support community members interested in the scheme to obtain and complete Access Request (ARF) forms and to attend appointments; • Be available on-site to support relevant staff during scheduled visits; • Work closely with NDIA staff and NDIS Coordinator in facilitating remote community visits; • Advise WMHSAC of community and cultural events that may impact community visits; 	<ul style="list-style-type: none"> • Positive feedback from the internal and external stakeholders; • Nil complaints received; • Information sessions conducted where appropriate to increase community awareness/understanding NDIS; • 100% attendance at required meetings; • 100% attendance at scheduled participant meetings/visits; • Community visits scheduled around cultural events.

	<ul style="list-style-type: none"> Assist appropriate WMHSAC staff to locate potential participants. 	
NDIS Planning Meetings	<ul style="list-style-type: none"> Assist clients in the facilitation of planning meetings in collaboration with the NDIA; Provide community information in relation to planning meetings location and time; Work with EACP and NDIA to attend and facilitate pre planning meetings. 	<ul style="list-style-type: none"> Attendance to planning meeting; Community informed of meeting details; Community educated on planning process.
Collaboration/ External Relationships	<ul style="list-style-type: none"> Work closely with other service delivery coordinators on the coordination of service delivery in order to optimise client outcomes; Promotes the goals and objectives of the organisation internally and externally. 	<ul style="list-style-type: none"> Positive feedback from internal stakeholders regarding coordination of services; Positive feedback from peers in annual performance review and an average rating achieved of 3 or greater.
Professional Responsibilities	<ul style="list-style-type: none"> Work in collaboration with the SEWB Manager and NDIS team all relevant issues; Maintain the highest standards of professional conduct; Participate in and contribute to the successful outcomes of the organisation; Participate in research activities within the services as required; Participate in team meetings and all-of-service staff meetings as required. 	<ul style="list-style-type: none"> Effective relationship between SEWB Manager and NDIS team, no substantiated complaints; Behaviour is consistent with the values and behaviours in all interactions with stakeholders; Attendance at all team meetings the incumbent is available for attend.
Commitment to Values and Behaviours	<ul style="list-style-type: none"> Models values and behaviours consistent with the WMHSAC values of in every interaction within and outside of WMHSAC. <p>Respect Integrity Leadership Innovation Customer Focus Teamwork</p>	<ul style="list-style-type: none"> Nil successful complaints in relation to values and behaviours.

Quality Improvement Activities	<ul style="list-style-type: none"> • Take a leadership 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.
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.
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.
Other Duties	<ul style="list-style-type: none"> • All other duties as required. 	<ul style="list-style-type: none"> • Other duties completed as required and to set timeframes.

Work Related Requirements/Selection Criteria:

Essential

- Reside locally and have extensive local knowledge about the community;
- Have the ability to cultivate professional working relationships with participants and their families;
- Have demonstrated skills to communicate culturally and appropriately with community members;
- Build strong relationship with local organisations, the NDIA and mainstream services;
- Respect confidentiality and build trust;
- Comply with legislation;
- Manage potential conflicts of interest and if required seek assistance to do so;
- Attend and engage in NDIA schedule of training and support;
- Valid NDIS Worker Screening;
- Valid Working with Children's Check;
- Valid Driver's License;
- A National Police Check.

Desirable

- Local language skills.

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