

WHO YOU ARE

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<b>What is your division?</b>	NDIS & Community
<b>Who do you report to?</b>	Team Leader
<b>What is your team structure?</b>	General Manager NDIS & Community Team Leader Support Coordinators

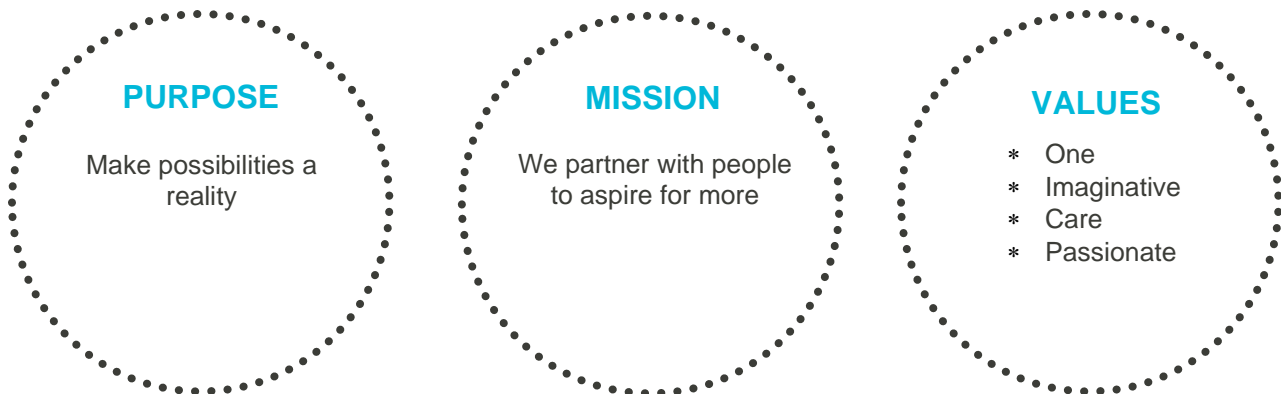
PURPOSE OF YOUR ROLE

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Assist Scheme participants to coordinate funded supports across disability and mainstream services, ensuring each participant is supported to achieve their stated goals through their funded supports.

ORGANISATIONAL PROFILE

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KEY SUCCESS AREAS

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<b>Support Coordination</b>	<p>Assist Scheme participants to choose providers, negotiate services and prices, link to mainstream supports and coordinate their funded and unfunded supports to gain the best from their NDIS Plan.</p> <p>Where required, assist with preparing for plan review and help participants decide on what actions to take to achieve their stated goals.</p> <p>Carry out duties and responsibilities in a professional manner ensuring participants have full choice and control</p> <p>Actively seek to meet targets of billable hours per week to ensure ongoing service viability.</p> <p>Ensure accuracy and consistency of case notes and that all records are maintained in a timely manner.</p> <p>Ensure practice is compliant with the NDIA Practice Standards and the Community Solutions Code of Conduct.</p>
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<p><b>Relationship Management</b></p>	<p>Maintain contact with every participant to ensure they feel supported and know you are there for them.</p> <p>Develop and maintain positive and collaborative relationships with all stakeholders including participants, their families, independent advocates, guardians, and staff to ensure that service user's needs are met.</p> <p>Develop partnerships with service providers, community agencies, government bodies to maximise outcomes for participants</p> <p>Share learning and provide support to all stakeholders to ensure the combination of supports functions effectively and efficiently.</p>
<p><b>Team Participation</b></p>	<p>Communicate effectively with your Team Leader and team to solve problems and review procedures in order to ensure continuous improvement.</p> <p>Participate in Team Meetings, positive engagement opportunities and commit to Community Solutions' stated values.</p> <p>Be punctual, appropriately presented and behave at all times in a manner consistent with a professional provider of disability services.</p>
<p><b>Safety</b></p>	<p>Comply with all required OH&amp;S policies and procedures.</p> <p>Report any incidents or concerns promptly.</p>

**WHAT YOU NEED TO SUCCEED**

<p><b>Capabilities</b></p>	<p>Demonstrated knowledge and experience in the disability/mental health sector</p> <p>Understanding of the NDIS and the ability to interpret a Plan.</p> <p>A commitment to ensuring every participant has choice and control in their combination of funded supports.</p> <p>Demonstrated competence in computer applications, relevant to the role to ensure work is completed and billed in a professional, accurate and timely manner.</p> <p>Sound problem solving skills and the ability to work in a flexible environment that at times involves innovative and agile approaches</p> <p>Strong written and verbal communication skills</p> <p>Task oriented, highly organised and with excellent time management capability</p>
<p><b>Skills, Education &amp; Experience</b></p>	<p>Experience in working with people with disability</p> <p>A Tertiary qualification is not required. The most important experience in working positively with Scheme participants and their decision makers.</p>