

IMPACT Community Services Position Description



JOB CODE: 04.018.17
JOB TITLE: NDIS Support Coordinator
PROGRAM/SECTION: NDIS
REPORTS TO: General Manager – Disability, Employment & Training
AWARD: Social and Community Services Employee
CLASSIFICATION: Level 4
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures.

In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

What is our vision?	Improving lives
What is our mission?	Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation
What are our values? What do we expect from our staff and what do our participants expect from us?	<p>Build trust in relationships – Cultivate habits that build positive interactions and experiences with others</p> <p>Empower others – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity</p> <p>Be compassionate – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live</p> <p>Celebrate uniqueness – Create a place that is built on dignity and respect and where everyone is welcome</p> <p>Work together – Leverage collective genius to find new ways to think big, experiment and solve shared problems</p> <p>Create positive impact – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision</p> <p>Strive for excellence – Pursue continuous growth, high performance and improvement</p>

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OVERVIEW:

IMPACT is a Child Safe Organisation and is committed to the safety and wellbeing of children and young people. All employees of IMPACT must follow the National Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

The position of NDIS Support Coordinator cannot be achieved from home and must be performed in the workplace.

MAIN DUTIES/RESPONSIBILITIES:

General

- Attract new participants through networking and marketing.
- Maintain a positive and effective coordination of support to service users under NDIS Act 2015.
- Manage, plan, monitor and report on service delivery to new and existing participants whilst developing positive relationships with participants, families, and other stakeholders in order to achieve quality outcomes.
- Develop linkages into the community and mainstream services where a participant resides or requests.
- Liaise with statutory bodies and government departments such as the Department of Justice and Attorney General and the Department of Child Safety, Seniors and Disability Services.
- Investigate suitable options for participants in terms of recreational, career orientation or accommodation choices.
- Manage the NDIS budget and coordination of plan for the participants including, meeting NDIS goals set by the service user.
- Coordinate supports safely by following the participant's Plan and organisational policies and procedures, and by applying common sense and foresight.
- Work as directed within their scope of practice while maintaining a degree of flexibility to genuinely meet service recipient needs, to assist, augment and enhance service recipients progress toward achieving goals, maximising opportunities for lifestyle aspirations and independence.
- Escalate situational concerns to the General Manager if they feel they may potentially exceed their scope of practice, or if uncertain regarding the best course of action during dynamic situational occurrences such as out of the ordinary or unusual behaviours of concern (BOC).
- Communicate through clear and concise language, both written and oral, and write notes and reports.
- Report in a timely manner to the General Manager.
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organisation. Where Higher Duties apply the relevant Award will be followed.

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Previous experience in a similar role.
- Qualification/s in disability or community services or willingness to obtain is highly regarded.
- Implement a continuous improvement ethos through participant and stakeholder feedback.
- Strong written and computer skills for the creation of plans, programs, reports and correspondence.
- A strong work ethic and attention to detail.
- Demonstration of the values of IMPACT and the ability to abide by the Code of Conduct

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Desirable

- Tertiary qualifications in the health or welfare sector or relevant experience.
- Knowledge and experience in Supportability, Disability Services and the NDIS field.
- Ability to work independently and apply initiative as well as work as part of a small team.
- Ability to apply the objectives and principles of the Disability Services Act (2006) and the National Disability Insurance Scheme Act (2013).
- Established problem solving and conflict management skills.

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain an NDIS Worker Screening Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).

Acknowledgement

I have received, reviewed and fully understand the position description for the NDIS Support Coordinator. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME

SIGNATURE

/ /
DATE