



Position Description

Position Title	NDIS Support Coordinator
Division / Team	Client Services / Youth, Family & Community Support
Reports to	NDIS Coordinator
Agreement / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	Dependent on qualifications and experience
EFT / Term	Part Time 0.8 EFT- Fulltime / 3 year Fixed Term with potential to extend
Work Location	As per contract of employment
Date Approved	August 2023

About Ballarat Community Health

Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery and health promotion with a focus on service monitoring, review and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in underpinning these values.

Our Purpose

Health and wellbeing for all with a commitment to the most vulnerable.

Our Leading Principles

A driven desire to maximise impact and be sustainable.

Values

Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement

Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

Position Summary

Ballarat Community Health is a registered National Disability Insurance Scheme (NDIS) provider. This work can include the provision of support coordination. The National Disability

Insurance Agency (NDIA) defines support coordination as a capacity-building support arrangement:

‘Assistance to strengthen participant’s abilities to coordinate and implement supports and participate more fully in the community. It can include initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and mainstream and building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own network and community.’

This role will provide

- Support coordination services to NDIS participants
- Manage a case load of BCH NDIS clients funded through billable hours (min 5.2 hours per day)

Ballarat Community Health utilises a multi-disciplinary team approach for the delivery of support coordination services and this role will complement the team with skills in service provision to families and children.

This role is suited to an experienced professional with a background in working with client groups with complex needs, disability and mental health issues, a commitment to innovation and systems change and a demonstrated flexibility in their approach to work requirements that results in better outcomes for this target group.

The position is based at the Lucas site at Ballarat Community Health.

Principal Areas of Responsibility

Support Coordinator duties:

- Work with participants to achieve their goals in line with their NDIS plans
- Provide ongoing support coordination services to participants in line with their NDIS plan
- Utilise a coaching approach to assist participants in capacity building
- Engage with participant, their supports and 3rd party organisations in a professional manner
- Maintain an up-to-date knowledge of the NDIS systems and practices
- Maintain clear professional boundaries with participants
- Maintain an up-to-date knowledge of local services and organisations participants can utilise
- Engage and coordinate service providers on behalf of participants and link participants to relevant providers
- Meet with and engage participants to develop and refine their goals
- Engage participant’s informal supports (family, carers etc.)
- Work with participants to help build their own capacity and independence
- Build knowledge of local services and organisations participants can utilise
- Engage with NDIA staff and LAC’s
- Assess and manage risk in line with organisational policies and procedures

Teamwork:

- Work cooperatively with team members in productive way
- Follow instructions given by Team Leaders/Managers
- Actively participate in team discussions
- Provide thoughtful and constructive feedback to team members and managers
- Manage conflict in a productive way
- Engage in group and individual supervision

Reporting:

- Complete and maintain appropriate clinical records and statistical reports according to the organisation's policy and funding body standards
 - Ensure all data and other reporting requirements of funding bodies are submitted as required
 - Support the program to achieve performance targets and to effectively measure outcomes
 - Where required, provide material for written reports to the CEO and General Manager Social Support, including contributions for annual and quality of care reports, member newsletters and reports for The Board
-

Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
 - Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
 - Continuing education to keep abreast of changes
-

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
 - Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
 - Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
 - Work within professional boundaries and relevant scope of practise at all times
 - Maintain relevant professional registration
 - Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
 - Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
 - Participate in compulsory BCH training programs
 - Ensure that client and staff confidentiality is respected and upheld at all times
 - Attend and actively participate in meetings as required
 - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
 - Participate in performance development plans and supervision
 - Participate in the organisation's continuous quality improvement programs and activities
-

Qualification and Immunisation requirements

- A tertiary qualification in a relevant human services discipline is essential, postgraduate level preferred
 - Covid 19 Vaccination and Boosters as required
-

Key Selection Criteria**1. Experience:**

- Substantial practice experience working in a role or roles which require care coordination and systems level innovation effort
- Proven experience in working with children with disability and challenging behaviours and families.
- A background in a sector with a focus on clients with complex needs and in working with people living with a serious mental health issue is essential; direct experience in the mental health sector is an advantage
- Demonstrated knowledge and understanding of the NDIS

- Change management expertise including ability to identify change objectives, use appropriate strategies and influencing skills to overcome barriers and gain support
- An understanding of the Social Model of Health

2. Interpersonal Skills:

- Well-developed communication and interpersonal skills, including the capacity to successfully manage difficult situations
- Previous experience with and a passion for inter-departmental collaboration and effective teamwork

3. Written Communication:

- Effective written communication skills which are clear and concise

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work

Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
 - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
-