



## POSITION DESCRIPTION

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<b>Title:</b>	NDIS Your Way Support Coordinator
<b>Responsible to:</b>	CEO through Executive Manager Consumer Services
<b>Enterprise Agreement:</b>	Carer Support & Respite Centre Inc. Employees Enterprise Agreement 2009
<b>Agreement Classification:</b>	Community Services Worker Level 3
<b>Salary:</b>	Community Services Worker Level 3 (equivalent to Level 4 Social Community, Home Care and Disability Services Industry Award 2010)
<b>Position Location:</b>	South East Metropolitan Region Adelaide Campbelltown, Glandore, Morphett Vale

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## SUMMARY OF ORGANISATION

Carer Support and Respite Centre Inc. (Carer Support) is funded by the Australian Government through the Department of Social Services and Department of Health, and the State Government through the Department of Communities and Social Inclusion.

Carer Support's Mission is to provide flexible and responsive services to carers, families and individuals.

### POSITION OBJECTIVES

The Coordinator for the NDIS Your Way Program contributes to the effective and aligned operations of NDIS and CDS.

The objectives of the position are:

As NDIS Your Way Coordinator to support the Manager Consumer Directed Services and the NDIS Your Way Program Senior Coordinator

- To make contact initially via personalised correspondence with all families currently registered with Carer Support and eligible for an NDIS/CDS package
- To offer the following options to families with an NDIS/CDS package:
  - Financial Management of the package
  - Coordination of Supports
  - Carer respite and support to the child and the family
  - Advocacy as required

- To work with the Information Communication Technology Manager and Team in developing systems and processes to document the program and its outcomes in line with NDIA requirements
- To establish strong collaborative working arrangements with NDIA
- To undertake the day to day data entry needed
- To work with the Finance Team in providing monthly financial reports to families
- To offer family events and days out for NDIS/CDS package holders, funded through the packages.
- To promote the service actively through agency networks and promotional events, to eligible families across the metropolitan region.

## **DUTIES AND RESPONSIBILITIES**

### **Assist the Manager Consumer Directed Services and NDIS Your Way Program Senior Coordinator:**

80% of time

#### **Meeting all the requirements for finding and establishing relationships with the families who nominate Carer Support as a provider of services, and following their direction in provision of those services.**

- Facilitating NDIS/CDS family activities and events
- Documenting all processes and reporting to the families at least monthly.
- Working with admin, finance and quality staff at Carer Support to meet the objectives of the Project
- Identifying and registering eligible carers with Carer Support as required

10% of time

#### General Networking & Promotion Work

- Networking: Participating in community forums and networks, and meeting with other agencies to establish positive collaborative understanding and working relationships with relevant service provider agencies to address service provision issues across the region;
- Community Development: Instigating appropriate community development initiatives where service gaps exist.
- Participating in expos and other promotional opportunities, to raise awareness of Carer Support and its services.

10% of time

#### Meeting data recording, service improvement and professional development requirements

- Actively and positively contributing to team development and collaboration with other team members, organisation staff and external agencies;
- Undertaking service improvement activities to ensure Carer Support meets the objectives in the Strategic and Business Plan and performance indicators in the Funding Agreement;
- Maintaining all relevant and accurate data as required by Carer Support and all funding bodies;
- Participating in reporting and evaluation systems, as required by Carer Support management;
- Ensuring that privacy and confidentiality of information pertaining to the callers is adhered to at all times;

- Participating in staff performance review and professional development processes, in line with Carer Support policies and procedures;
- Identifying and making recommendations to the Chief Executive Officer through the Line Manager on local issues or needs which may impact and affect Carer Support expectations on a regional basis;
- Representing the organisation at appropriate and required forums.

Other duties as directed

## **REQUIREMENTS OF POSITION**

### **SKILLS:**

- Ability to work with/train and assist parents of children and older participants eligible for NDIS in coordination of supports and plan management
- Ability to work with families, respecting the needs and rights of each individual
- Ability to design, set goals, implement and evaluate services
- Strong interpersonal and communication skills (oral and written)
- Sensitivity to the needs of people from ATSI, LGBTI and culturally diverse backgrounds
- Ability to foster good working relationships between service providers in the interest of families
- Skills and experience in working with people of all ages
- Ability to facilitate and provide leadership to support groups and family focussed activities
- Ability to work individually with people, supporting them to identify their support and respite needs
- Ability to work independently and as part of a team
- Strong organisational and administrative skills, including computer literacy
- Strong time management skills and ability to meet deadlines

### **KNOWLEDGE:**

- Knowledge of care planning and implementation
- Knowledge of local community services networks
- Understanding of community development principles and practices e.g. community consultation, liaison, collaboration, meeting facilitation
- Awareness of relevant legislation including but not limited to: Equal Opportunity principles, particularly with respect to cultural and linguistic diversity, sexual identity, gender and age, Australian Privacy principles and Carer's Recognition Acts
- Knowledge of the obligations of a mandated notifier

### **EXPERIENCE AND/OR QUALIFICATIONS:**

- Tertiary qualifications in Human Services or related field desirable
- Working within a multi-faceted program or team environment
- Demonstrated experience in working in a community services field
- Demonstrated experience in working with families
- Exposure to community development practices

### **SAFETY:**

- Awareness of Work Health and Safety legislation, policies and practices and of the obligations of employees to maintain a safe working environment

**SPECIAL CONDITIONS:**

- A current driver's licence is essential
- A current and satisfactory DSCI Police clearance essential
- A current Child Safe Environment Certificate is required
- This position is subject to ongoing funding
- A six month probation period applies for new staff and a three month probation period to assess capability to fulfil the role when offered internal promotion
- Salary within the SACS Award Level 4. As Carer Support currently operates under an approved Enterprise Bargaining Agreement, all conditions as outlined in the E.B. Agreement apply
- All public statements, verbal or written, must have prior approval of the Chief Executive Officer
- A flexible approach to hours of work required (some evening and weekend work will be required occasionally)
- Whilst the position is based at the Glandore Centre, it is expected that the occupant will be required to work at other regional offices of Carer Support as needed in order to meet organisational demands
- Participate as a team member to ensure the agreed minimum of 4 staff including 2 Coordinators are onsite at all times
- All staff can be asked to assist with reception duties at times of administration staff shortage

**ACKNOWLEDGED BY  
INCUMBENT:**

.....**Date**.....

**APPROVED BY CEO:** .....**Date** .....