

Position Description

Position Title:	First Nations Community Coordinator
Division:	Early Childhood Services
Reporting To:	EC Team Leader
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, Queensland and the ACT. We have more than 95 years of experience and expertise in the disability service industry.

As a NDIA Partner in the Community, Northcott Early Childhood Services delivers the NDIS Early Childhood Approach (ECA) to local communities in Northern NSW, Mid North Coast, Hunter New England, Northern Sydney, and Western Sydney and supports over 20 000 children and their families.

Northcott is a proud member of Ability First, Australian Network on Disability, Attitude Foundation, Easter Seals Disability Services and National Disability Services.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

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Our Values

Our values have always been a significant part of our service to customers, and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The NDIS Partners in the Community Program (PITC) supports the National Disability Insurance Scheme (NDIS) to be implemented at a local level.

Northcott Early Childhood Services delivers the NDIS Early Childhood Approach (ECA) to local communities in Northern NSW, Mid North Coast, Hunter New England, Northern Sydney, and Western Sydney. The approach supports the Early Childhood Early Intervention activities that will improve independence and social participation of children with disability, developmental delay or developmental concerns aged 0-8 years.

KEY OBJECTIVE OF THE POSITION:

The First Nations Coordinator will work closely with First Nations children with disability, developmental delay and developmental concerns, as well as their families, to assess and determine the most effective supports that will enhance their social participation, and overall quality of life. This role is pivotal in connecting with local communities to foster partnerships and build pathways that ensure First Nations children with disability have access to appropriate Early Childhood Services. The coordinator will also work towards creating inclusive opportunities that promote integration and full participation in society for children and their families.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Being an Australian First Nations person is a genuine occupational qualification for this position, under the Anti-Discrimination Act section 14D.
- A strong understanding of typical childhood development and the impact of disability, developmental delay and developmental concerns on a First Nations child and their family.
- Knowledge of and connection with local First Nations communities
- Ability to work directly with First Nations children with disability, developmental delay and developmental concerns to assess their individual needs and determine suitable support services.
- Ability to provide guidance and assistance to families in navigating available services and identifying opportunities for enhancing their child's independence and social inclusion.
- Ability to build strong, respectful relationships with families, ensuring their voices and preferences are at the forefront
- Ability to establish and maintain strong relationships with local First Nations communities, cultural groups, and service providers to build networks and partnerships that support the inclusion of First Nations children with disability.
- Advocate for the development of community-based inclusion programs that promote equal opportunities for participation and integration in social, educational, and recreational activities.

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- Ability to develop and maintain pathways to ensure First Nations children with disability and their families are aware of, and able to access, Early Childhood Services and other community-based resources.
- Collaborate with service providers and local stakeholders to ensure the smooth referral and transition of children into appropriate programs and services.
- Ensure that all services and supports are culturally safe, respectful, and relevant to the needs of First Nations families, promoting culturally competent practices within Early Childhood Services.
- Provide cultural training and guidance to other team members to ensure the delivery of services that are inclusive, respectful, and sensitive to the unique cultural needs of First Nations communities.
- Empower families and communities by providing resources, training, and information about disability supports and services.
- Advocate for the rights and needs of First Nations children with disability within local and regional contexts, ensuring they have access to the support and opportunities they need for development.
- Monitor and document the progress of children and families, ensuring that services are delivered effectively and in line with the goals set for each child.
- Prepare regular reports on service delivery, outcomes, and challenges to the leadership team, ensuring that all data is collected in line with organisational and reporting requirements.
- Appreciation and acceptance of diversity for wellness, understanding the importance of implementing a tailored and personalised approach to children and their families.
- Knowledge of the Disability Services Act & Standards.
- Knowledge of the Child Protection Legislation and the principles of Keep Them Safe.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in Early Childhood are highly regarded
- Experience engaging with First Nations people to understand what their needs are and experience providing support to First Nations families.
- Knowledge of developmental milestones for children aged 0-9 years
- A reference from an Aboriginal Organisation, Corporation or Community Elders Group.
- Certificate of Aboriginality (with Common seal)
- Experience in connecting and building working relationships with local community and mainstream services.
- Ability to promote a culturally safe work environment.
- Ability to share knowledge of significant dates for First Nations people with the wider Team.
- Current NSW Drivers Licence.

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Responds to the needs of First Nations children and families in a timely and courteous manner.
- Ensures delivery of best practice in early childhood supports to First Nations children and their families
- Develops key strategic relationships within local area and First Nations Communities.
- Maintains both a mainstream and disability support service network of contacts that can provide information, help, and access to First Nations families.
- Collaborates with peers to achieve organisational and NDIS performance measures
- Collaborates with government departments

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Relationship Building

- Builds and sustains relationships with external service providers and mainstream supports for the purpose of maximising opportunity for First Nations children and families.
- Establish and maintain effective relationships with local and regional stakeholders, including Early Childhood Education settings, mainstream and community services.
- Collaborates with other government departments to determine the best support opportunities for First Nations children

Problem Solving

- Defines extent of problem areas and develops solutions.
- Effectively identifies and evaluates alternative solutions.
- Makes decisions and recommendations consistent with skills and experience.
- Recognises decisions that have to be deferred until all pertinent facts are gathered and analysed.
- Flexible in modifying decisions.

Leadership

- Demonstrates a commitment to the vision and values of Northcott and the NDIA Early Childhood Approach
- Serves as a positive role model and provider of exceptional customer service.
- Drives continuous improvement toward meeting performance measures in the Early Childhood program
- Suggests new processes or improvements.
- Generates workable solutions to problems.
- Generates original ideas.
- Oversees the development of NDIS plans for First Nations children and the reasonable and necessary supports appointed to the child, including the budget associated with funded supports
- Maintains a focus for ensuring all First Nations children are connected to non-funded supports that facilitates less reliance on the NDIS

Professionalism

- Displays a professional attitude with regards to both oral and written communication, and dress attire.
- Demonstrates effective time management skills.
- Shows positive attitude. Maintains regular attendance.
- Meets productivity standards. Interacts as an effective team member.

Job Knowledge

- Demonstrates specialised First Nations knowledge required to provide a best practice and a quality service.
- Aware of general issues related to the position.
- Effectively learns new job skills.
- Maintains up-to-date job related information.

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DUTIES

The typical duties of this position include:

- Ability to engage effectively and respectfully with First Nations families to gather detailed and culturally appropriate information about the child's disability, developmental delay, and functional needs.
- Apply professional judgement to assess the information gathered and provide tailored recommendations that best support the child's development, social participation, and quality of life.
- Collaborate with Coordinators to support First Nations families in identifying reasonable and necessary supports, contributing to the development of NDIS plans aligned with the child's goals and developmental priorities.
- Implement strategies that contribute to achieving the performance outcomes of the Early Childhood program, in accordance with the PITC Statement of Requirements and Grant Agreement.
- Establish and maintain strong working relationships with local and regional stakeholders, including Early Childhood Education settings, mainstream services, and community organisations, to facilitate access and support for First Nations children with disability, developmental delay and developmental concerns.
- Perform administrative responsibilities as required by Northcott, including timely and accurate reporting against Early Childhood performance measures, preparation of monthly and funding reports, and data collection to ensure compliance with contractual obligations.
- Actively participate in Northcott's "Yarrabee Network" (Many Trees), contributing to the organisation's commitment to cultural learning, collaboration, and inclusion.
- Support and promote the implementation of Northcott's Stretch Reconciliation Action Plan (RAP), embedding its principles into daily practice and team operations.
- Engage in regular supervision and professional development activities specifically related to supporting First Nations children and families, ensuring culturally safe and competent service delivery.
- Work within a strengths based, family centred approach that provides support families to build capacity.
- Work within the framework of the Best Practice Guidelines in Early Intervention, NSW Disability Inclusion Act, National Disability Standards, Privacy Legislation, and other relevant legislation
- Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics
- Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures
- Assist in maintaining Northcott's premises, vehicles and equipment and discuss any issues with Manager.
- Participate in Team meetings.
- Other duties as negotiated.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Position Description

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.