

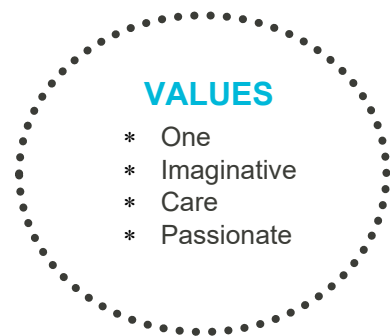
WHO YOU ARE

What is your division?	Specialist Services
Who do you report to?	Team Leader
What is your team structure?	General Manager Specialist Services Team Leader Support Coordinators Specialist Support Coordinators NDIS Business Services

PURPOSE OF YOUR ROLE

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

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

Support Coordination	Assist NDIS 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. Where required, assist with preparing for plan review and help participants decide on what actions to take to achieve their stated goals. Coordinate supports in line with allocated funding and ensure participant funds are maximised and within budget. Complete Individual Service Plans for every participant and oversee progress throughout the duration of the Plan. Carry out duties and responsibilities in a professional manner ensuring participants have full choice and control Actively seek to meet targets of billable hours per week to ensure ongoing service viability. Ensure accuracy and consistency of case notes and that all records are maintained in a timely manner ensuring accountability.
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	Ensure practice is compliant with the NDIA Practice Standards and the Community Solutions Code of Conduct.
Relationship Management	Maintain contact with every participant to ensure they feel supported and attend face to face meetings at participant homes, with family members and stakeholders where required and appropriate within available funds. 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. Develop partnerships with service providers, community agencies, government bodies to maximise outcomes for participants Share learning and provide support to all stakeholders to ensure the combination of supports functions effectively and efficiently.
Team Participation	Communicate effectively with your Team Leader and team to solve problems and review procedures to ensure continuous improvement. Participate in Team Meetings, positive engagement opportunities and commit to Community Solutions' stated values. Where possible, be prepared to work a minimum of three days from your office site. Be punctual, appropriately presented and behave at all times in a manner consistent with the values of the organisation and a professional provider of disability services.
Safety	Comply with all required OH&S policies and procedures. Report any incidents or concerns promptly.

WHAT YOU NEED TO SUCCEED

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