

Position Title:	Early Childhood Intake Coordinator
Division:	Operations
Reporting To:	Early Childhood Intake Manager
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 and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,500 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

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.

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.

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.

As a partner of the NDIA, Northcott will deliver the NDIS Early Childhood Approach (ECA) to local communities in Northern NSW, Mid North Coast, Hunter New England and Western Sydney.

The approach supports the Early Childhood Early Intervention activities that will improve independence and social participation of children with disability or developmental delay aged 0-6 years.

KEY OBJECTIVE OF THE POSITION:

Complete the intake process for children seeking to access supports through the NDIS, including profile development, functional assessment, determination of needs, and referral to the appropriate support pathway.

Ensure children and families are supported using a child and family centred approach to determine the most effective supports they require based on detailed consideration of the evidence and practice of early intervention for children.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- A strong understanding of typical childhood development and the impact of disability and developmental delay on a child and their family.
- Experience supporting children and families using a family centred and capacity building approach
- Commitment to an exceptional customer service culture
- Excellent communication and interpersonal skills, written and verbal
- Goal focused and driven by meeting key deliverables.
- Ability to remain objective and impartial when providing support and guidance
- High level of negotiation skills, including providing evidence to support case planning
- High level organisational, efficiency and time management skills.
- Proficient computer skills
- 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 Child Protection Legislation and the principles of Keep Them Safe.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Successfully obtained tertiary qualifications in Social Sciences, Early Childhood Education, Allied Health Professions or other relevant professional field.
- Experience completing functional assessments of children with disability or developmental delay.
- Proven experience meeting and exceeding set KPIs/ targets
- Experience ensuring customers are satisfied while still meeting business objectives
- Current Drivers' License.
- Valid NDIS Worker Screening and Working with Children Checks.

DELEGATION LEVEL

Nil

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Develops positive and trusting relationships with children and families
- Responds to work assignments and customer driven tasks within the stated timeframe and in a courteous manner.

Relationship Building

- Collaborates with peers to achieve organisational and NDIS performance measures

Problem Solving

- Makes effective use of time and facilities.
- Meets deadlines as timeframes of the program
- Prioritises duties / responsibilities in a manner consistent with service and organisational objectives.
- Effectively manages tasks including follow-up.

Leadership

- Independently performs and accomplishes program expectations.
- Requires minimal supervision.
- Sees and acts upon opportunities.
- Independently contributes ideas and adaptation of program where required.
- Promptly address problems and devises solutions.

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 the specialised 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.

DUTIES

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The typical duties of this position include:

1. Engage with families to gather information on the child that provides relevant evidence of their disability, developmental delay and/or functioning.
2. Undertake observations of a child in their natural environment (remotely via video conference and/or face to face) to assess their functioning and support needs using supporting tools and documents within the NDIS IT system.
3. Provide recommendations based on professional judgement and information gathered that are most appropriate to the improvement of the child's development and social participation
4. Adhere to the strict response timeframes as required in the PITC EC Statement of Requirements, Standard Operating procedures and Grant Agreement.
5. Be aware of, demonstrate a commitment to and actively work toward the performance measures of the EC program outcomes as stated in the NDIS Outcomes Assurance Framework and PITC EC Statement of Requirements.
6. Carry out administrative duties as required by Northcott including regular reporting against EC performance measures, monthly reports, funding reports and data collection to ensure contract compliance for the program.
7. Work within a strengths based, family centred approach that provides support families to build capacity, problem solve and resolve issues as identified.
8. Be aware of and sensitive to the needs of children, families and communities from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.
9. Work within the framework of the, Best Practice Guidelines in Early Intervention, NSW Disability Inclusion Act, National Disability Standards, Privacy Legislation, NDIS Act 2013, NDIS Operational Guidelines and other relevant legislation.
10. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics
11. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures
12. Assist in maintaining Northcott's premises, vehicles and equipment and discuss any issues with Manager.
13. Participate in Supervision and Team Meetings.
14. Other duties as required by management.

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.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.