



Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

Job Description Form

NDIS SUPPORT COORDINATOR

Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live **prosperous lives that are strong, healthy, and culturally safe.**

The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



Community

We bring our connection with community to everything we do

PEOPLE TOGETHER



Respect

We show respect for a people, cultures and backgrounds

HEALTHY TOGETHER



Passion

We are deeply motivated to achieve outcomes

MY MOB



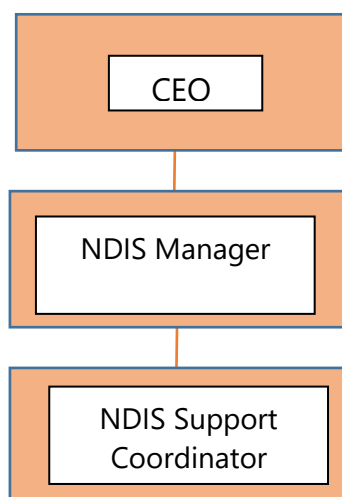
Equality

We strive for equality, fairness and empathy for all people

HEALTH & WELLBEING

Position Title	NDIS Support Coordinator
Work Group	SEWB and Disability Services
Work Unit	NDIS
Reports To	NDIS Manager
Direct Reports	0
Award / Agreement	<i>Aboriginal Community Controlled Health Services Award 2020</i>
Award Classification	Grade 5 (\$86,619.94 - \$89,227)
Approved by CEO	

Team Structure



Position Purpose

Working as part of the wider OVAHS team in Kununurra and surrounding communities, the NDIS Support Coordinator plays an integral role for NDIS participants in interpreting their NDIS plan, assisting them to establish the supports in their plan and develop their capacity over time to coordinate and manage their suitable Disability Support Providers.

The role requires knowledge and understanding of the disability sector and service standards, human rights and the principles of person-centred plan and the participant's individual choice and control regarding supports. Creating and maintain strong professional networks within Disability Service provides is essential in order to assist participants with access to appropriate support that meet their needs. The primary focus of care is on the needs of Aboriginal patients within the context of their cultural identity, family and social circumstances.

Aboriginal and/or Torres Strait Islander persons are strongly encouraged to apply.

Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role is aligned with all four Strategic Goals.



POSITIVE
CHANGE

Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &
WELLBEING

Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT
COMMUNITY

Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY
TOGETHER

Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

External

Key Stakeholder Relationships

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

Responsibilities of this Position

The Support Coordination (NDIS) position will oversee the implementation of NDIS Participant care plans ensuring that they are monitored, actively managed, and where identified, barriers are addressed to meet the participant's NDIS plans aims and outcomes for participating more fully in the community. The support coordinator will also work with people with disabilities in the **Aboriginal people in Kununurra** and the North-East Kimberley region to establish and support connections with providers and resources. As a support coordinator you will record billable hours (30 billable hours for FTE position) as set out by fee-for-service model, monthly billable targets determined by program need.

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- Support individuals to understand and implement their NDIS Plan. This includes implementing funded supports as well as linking the individual to community, mainstream and other government services.
 - Ensure the individuals plan is delivered within their plan budget, supporting them to use their budget flexibly to work towards their NDIS Plan goals;
 - Assist individuals to negotiate with providers about the services they will provide and the related costs. This involves assisting individuals to ensure service agreements and service bookings are in place as well as supporting them to understand the contents of service agreements;
 - Build the capacity of the individual to achieve greater independence to self-direct services and supports in the longer term;
 - Ensure mainstream services meet their obligations to the individual (i.e. housing, education, justice, health);
 - Provide the individual, the NDIA, OVAHS senior management and Board with reports on outcomes and success indicators, within the agreed reporting frequency;
 - Support individuals to plan and prepare for their plan review, including where there has been a Change in Circumstances that requires an early plan review;
 - Encourage and support innovative thinking in the planning and delivery of support services;
 - Maximize the involvement of individuals and their families in designing and developing their support;
 - Delivery of services within budget and in a manner that does not compromise the needs of the people we support.

Quality Management System

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.

Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS

General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
 - Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
 - Attend and participate in professional development activities including workshops and training as required.
 - Attend and participate in Employee Development Days.
 - Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
 - Identify and assist in reducing Work Health and Safety hazards and risks.
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- Follow the reasonable direction of Work Health and Safety representatives.
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Qualifications, Skills, Experience and Knowledge

Essential

- Previous experience in community development, mental health, disability, or case management experience.
- Minimum certificate IV or above in disability, community services, business, or equivalent experience.
- Excellent Interpersonal and Communication skills to support participants in managing NDIS Plans.
- Demonstrated ability to work with a diverse range of people and employ an adaptable approach in dealing with people of different cultural backgrounds.
- Work well in a team and independently.
- Knowledge and understanding of the issues faced by Aboriginal people in rural and remote areas and the impact they may have on health and wellbeing.
- Proficient administrative skills and knowledge with experience in Microsoft Office Suite, and a Client Management System (CMS).
- An understanding of and commitment to Aboriginal Community Control and self-determination.
- Knowledge and understanding of the National Disability Insurance Scheme (NDIS) and experience in utilising a range of community-based supports to achieve client goals within a framework of person-centred practice.
- Demonstrated experience working with individual financial and budgetary packages, monitoring expenditure, and paying service providers based on the NDIS-funded services provided.
- High level of interpersonal, communication skills, including the ability to negotiate and work collaboratively and successfully with community-based stakeholders.

Desirable

- Previous experience within an Aboriginal and Torres Strait Islander Community Controlled Health Service.
- Knowledge of NDIS.

EMPLOYMENT SCREENING

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with OVAHS Policies. The following checks will be required for this role:

- National Police Check (current within the previous 3 months, or willingness to obtain)
- Valid Working with Children Check
- Current AHPRA Verification Check
- Current and Valid Driver's License
- NDIS Worker Screening Check (can be completed following successful application)
- Other