



**Ord Valley Aboriginal Health Service | Aboriginal Corporation | ICN 275**  
 1125 Ironwood Drive, Kununurra WA 6743 | PO Box 216, Kununurra WA 6743  
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## **NDIS SUPPORT COORDINATOR**

<b>1. General Details</b>
Position Title: NDIS Support Coordinator
Area/Unit: National Disability Insurance Scheme (NDIS)
Line Manager: SEWB & Disability Services Manager
Award: ACCHS – Modern Award
Employment Type: Full Time
<b>2. Position Overview</b>
<p>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.</p> <p>The role requires knowledge and understanding of the disability sector and service standards, human rights and the principles of person-centered 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.</p>
<b>3. Key selection criteria</b>
<p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. Previous experience in community development, mental health, disability, or case management experience.</li> <li>2. Understanding of Disability Services and Person-Centred Approach to supporting participants, identify needed supports and relevant available supports and services and advocate for individual choice and control.</li> <li>3. Minimum certificate IV or above in disability, community services, business, or equivalent experience.</li> </ol>

4. Excellent Interpersonal and Communication skills to support participants and liaise with relevant Disability Support Providers regarding available support services.
5. Ability to connect with, mentor and build capacity in participants to learn how to effectively manage NDIS Plans and coordinate services and supports.
6. Demonstrate knowledge of Aboriginal Community Controlled Health Organisations.
7. Demonstrated ability to work with a diverse range of people and employ an adaptable approach in dealing with people of different cultural backgrounds.
8. Demonstrate effective interpersonal, written, and computing skills.
9. Have the ability to function as a team member and have the capacity to work without supervision.
10. Knowledge and understanding of the issues faced by Aboriginal people in rural and remote areas and the impact they have on health and wellbeing.
11. Proficient administrative skills and knowledge with experience in the Microsoft Office Suite, and a Client Information Management System (CIMS).

**Desirable:**

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

**4. Legal Compliance**

- Able to produce a current National Police Clearance (within the last 30 days)
- Able to produce a Working with Children's Check
- Able to produce a current driver's license
- Able to produce a current NDIS Worker Screening Check

**5. Position Duty Statement**

- Strengthen and enhance the individuals' abilities to coordinate supports and participate in the community.
- 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

## **6. All Staff Duty Statement**

### **General Duties**

- Follow the policies and procedures documented in the OVAHS Quality Management System (QMS) and practice in accordance with guidelines, standards, code of ethics/conduct and statutory requirements applicable to your role as an OVAHS employee.
- Behave in a manner appropriate and respectful to local culture including gender sensitivities during work time and while representing OVAHS in the community.
- Participate in professional development activities and supervision as required.
- Undertake specific after hours' work, including attendance at training as required.
- Attend internal and external meetings as requested.
- Undertake relevant and appropriate multi-functional duties.
- Report relevant clinical cases or issues to line manager which may have possible legal implications.
- At all times maintain a professional relationship with patients, other employees and visitors to OVAHS.
- Promote positive public relations with patients, peers, government and non-government agencies and services to achieve equitable outcomes for patients.
- Perform other duties as directed by Senior Management.

### **Governance: Organisational Safety and Quality Requirements**

- Participates in the maintenance of a safe work environment and recognises acts on risks.
- Participates in an annual performance development review.

- Supports the delivery of safe and effective patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the ISO 2015: 9001 and RACGP 5<sup>th</sup> edition standards and the delegations on the Quality Management System (QMS).
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with credentialing, Government Standards of Health Care Provision, OVAHS Organisational and, Area / Program specific policies and procedures.
- Abides by the OVAHS Code of Conduct, National Health Practitioners Boards' Codes and Guidelines, Occupational Safety and Health Legislation, Disability Services Act, Road Traffic Act and the Equal Opportunity Act.

#### **Governance: Cultural Safety and Quality Requirements**

- Participate in cultural safety and competence training and staff development.
- Respect and abide by the direction of Aboriginal employees in matters related to cultural safety.
- Support language access and communication.
- Forward grievances and complaints to allocated Senior Aboriginal employee.
- Support the input and participation, from the Aboriginal community and patients, in the development of continuous quality improvement in culturally safe services.

#### **Administrative Duties**

- Maintain statistics, administrative records and client documents as per OVAHS policies and procedures.
- Produce report for OVAHS and funding bodies as required.
- Ensure maintenance of equipment and resources, including clinical equipment, IT equipment, vehicles and phones.
- Perform office duties including, but not limited to, photocopying, faxing, laminating, processing paperwork and produces minutes for meetings as requested.

***NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.***



# OVAHS

## 7. Certification

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.

As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name:

Position:

**Signed:** \_\_\_\_\_ **Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

Name: Sharon Benning

Position: Chief Executive Officer

**Signed:** \_\_\_\_\_ **Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

NAME	DATE APPOINTED TO POSITION	SIGNATURE	DATE