

Corporate Services

1. POSITION DESCRIPTION

Position Title: NDIS Engagement & Communications Coordinator

Location: Rooks Road, Nunawading

Status: Full-time contract

The Position: The NDIS Engagement & Communications Coordinator is responsible for coordinating the services for NDIS participants, as determined by each individual's NDIS Plan.

2. ORGANISATIONAL AND JOB CONTEXT

Nadrasca is a not-for-profit company that receives both Federal and State Government funding. Nadrasca's Purpose is to Establish and Develop a Range of Services for People with a Disability. In accordance with the Constitution, Nadrasca provides services including, but not limited to, the areas of employment services, residential services, education services and leisure and recreation services.

Nadrasca is a values-based company which promotes a trustworthy, caring, respectful and supportive service. Nadrasca aims to provide the highest quality of service to the people it supports in accordance with the relevant Acts and Standards.

Nadrasca seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to be open, flexible and responsive to new ideas and ways of working and actively supportive of each other with respect to achieving the best outcomes for Nadrasca and its participants.

Nadrasca employs 170 supported employees with a disability in Nadrasca Industry and supports 200 people within Nadrasca Community. Nadrasca also provides Training Services for its participants. Nadrasca has approximately 170 full-time, part-time and casual staff.

Nadrasca is an Equal Employment Opportunity employer with an absolute commitment to equality principles. Compliance with Nadrasca's Equal Employment and non-discriminatory policies is mandatory.

3. KEY RESPONSIBILITY AREAS

Accountability

The position is accountable and reports to the NDIS Transition Manager for the efficient, safe and effective delivery of a range of tasks within predetermined budget, quality, and time constraints.

The incumbent has authority and discretion to act within established operational and budget guidelines as determined by the NDIS Transition Manager and/or other relevant persons, and within the constraints of various legislation, regulations, standards, policies and procedures.

The NDIS Engagement & Communications Coordinator is responsible for ensuring that the relevant component of each participant's NDIS Plan is implemented. Key Tasks and Responsibilities include the following:

- Support NDIS participants to build capacity to coordinate their NDIS plans, negotiate appropriate support and services, and connect with community support and mainstream services.
- Identify and coordinate a range of supports and service providers to meet the identified needs of people accessing the NDIS.
- Ensure that support responses focus on participant goals and objectives.
- Build NDIS participant and family capacity to understand and navigate service systems.
- Provide advice and consultation to NDIS participants and their families on NDIS pathways and processes.
- Engage with NDIA Planners and Local Area Coordinators
- Regularly monitor the expenditure of a participant's NDIS plan in order to support participants to remain informed as to their rate of expenditure and the potential implications for the remaining duration of their NDIS plan.
- Ensure support coordination is completed as per the agreed work schedule in the Plan.
- Keep accurate and complete records of work activities in accordance with legislative and operational requirements.
- Work within the funding levels associated with each participant (continually track and monitor billable hours).
- Continually gather and document relevant information about clients from other services for the development of evidence-based reports and updates

In the specific area of 'Capacity Building' in a participant's plan, the responsibilities of the NDIS Engagement & Communications Coordinator include the following:

- Empower participants to exercise choice and control to access a range of formal and informal mainstream and community-based support, by identifying opportunities for innovative service delivery
- Continually seek opportunities to build the capacity of participants and their families, enabling greater levels of independence
- Develop and strengthen a participant's formal and informal supports
- Support participants to engage with community partners, stakeholders to achieve a desired outcome

Key Performance Indicators

- Ensuring that the support coordination component in Nadrasca participant's NDIS Plans are implemented in line with NDIA timeframes.
- Following up and reviewing with participants, ensuring plans are working and effective, in line with the participant's goals.
- Ensuring the NDIS Plans of Nadrasca participants are tracked and reviewed 3 months before the end of the Plan.
- Promotion of Nadrasca's ability (as an NDIS Support Coordination provider) to provide a variety of services (both internal and external) to current and potential participants.

Other Duties

Other duties as directed by the NDIS Transition Manager.

Internal Liaisons

The NDIS Engagement & Communications Coordinator is expected to liaise with the following people and areas within Nadrasca:

- NDIS Engagement & Communication Officers
- Executive Director
- Chief Financial Officer
- Chief Operations Officer
- General Manager, Nadrasca Community
- General Manager, Nadrasca Industry
- Manager, Quality & Compliance
- Manager, Training Operations
- Community Options Managers/Coordinators
- Accommodation Services Manager/Supervisors
- Internal auditors

External Liaisons

The position may be required to liaise with people in the following areas:

- National Disability Insurance Agency
- Local Area Coordinators
- Department of Health and Human Services
- Disability Community support services providers
- Mainstream support services providers
- External auditors
- WorkSafe Inspectors

Direct Reports: Nil

4. KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, experience and personal attributes that are required for achieving the key accountabilities listed above, along with the following:

Qualifications and Experience

- A solid knowledge and understanding of the National Disability Insurance Scheme (NDIS) and specifically the function of NDIS Support Coordination, is desirable.

- Ability to effectively utilise NDIS packages by using their knowledge of the NDIS, the service system, being assertive, and 'making things happen' in a professional and timely manner.
- Experience in utilising a range of community based supports and methods to achieve participant goals.
- High level knowledge and skills in coordination of supports (case management) to assist people with a disability in their community or in their home
- Excellent understanding of the Disability Act 2006 and understanding of the policies and procedures generally associated with the provision of Disability Support Services
- A solid understanding of quoting and budgeting financial procedures

Skills and Attributes

- Excellent organisational and coordination skills.
- Commitment to professional and ethical conduct.
- Ability to exercise sensitivity and maintain strict confidentiality, when required.
- Ability to set priorities, plan and organise your own quality work to achieve specific objectives
- Excellent communication skills, including advocacy and report writing skills.
- Highly developed inter-personal skills, to gain the cooperation of internal and external stakeholders
- Ability to be non-judgmental, fair, patient, willing to listen and display empathy.
- Ability to value diversity and to be respectful at all times.
- Self-motivated and able to work with minimal direction and supervision, with a proven ability to work autonomously and as part of a team.
- Proficient computer skills in Microsoft Office suite and databases
- Hold a current full Victorian Driver's Licence.

5. EMPLOYMENT GUIDELINES

All Nadrasca staff are required to:

- Comply with all Nadrasca policies and procedures at all times.
- Comply with all occupational health and safety legislation and regulations
- Comply with all other Commonwealth and State legislation relevant to the company.
- Work in a collaborative fashion with Nadrasca staff, employees, service users, customers, and stakeholders
- Uphold and enhance the reputation of Nadrasca
- Maintain the highest level of integrity in the conduct of Nadrasca business
- Undertake identified training and development activities/programmes
- Take part in Nadrasca's performance appraisal process

Applicants must be prepared to undertake a medical assessment to determine fitness to undertake the inherent duties of this position.

All applicants must undergo a National Police Check, an International Police Check (if applicable) and obtain a Working with Children Check prior to employment.

All applicants must be checked against the DWES (Disability Workers Exclusion Scheme).

All relevant staff must provide evidence of unrestricted Australian residential and working visa.

Name
(Staff Member): _____

Signed
(Staff Member): _____ **Date:** _____

Name (Manager): _____

Signed (Manager): _____ **Date:** _____
