

Position Description			
Name			Date
Position Title	NDIS Support Coordinator		
Department	Community Inclusion		
EBA / Award	Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100] SCHADS		
Classification	Social and Community Services Worker, Level 4, Pay Point 1 - \$35.63 per hour plus 9.5% superannuation. Salary packaging is available as per agency policy Ongoing full-time role (part-time or job-share available) Laptop, mobile phone and access to fleet vehicle for work purposes all provided Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Position based at Wodonga or Wangaratta with the occasional need to travel to other sites and locations.		
Reporting to	Community Inclusion Program Manager		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	GH staff, including: <ul style="list-style-type: none"> • Community Inclusion and Rural Health teams • Finance, Intake, Access and Engagement, Medical Practice • Quality, Risk/Compliance and People Working Well 		
Liaises with Externally	Clients, families and carers Department of Families, Fairness and Housing (DFFH) National Disability Insurance Agency (NDIA) La Trobe Community Health Service and Inter Reach – Local Area Coordinators (LAC) NDIS Plan Management Providers Other Disability, Community Services and Health Providers State Trustees Office of the Public Advocate/Disability Services Commissioner		
Program Information	The Community Inclusion Program at Gateway Health has been offering disability supports and mental health programs within our community for over 25 years. We have been providing NDIS supports to people with disability (including psychosocial disability) since June 2017, and are registered with and accredited by the NDIS Quality and Safeguards Commission. We provide a range of NDIS supports including capacity building, community participation, group activities, a range of therapy supports, recovery coaching and support coordination. We have a strong reputation in the region for support coordination and have a dedicated team of support coordinators who work collaboratively to provide the best service to participants.		

<p>Purpose of the role</p>	<p>This role is instrumental in supporting people wishing to access services under the National Disability Insurance Scheme (NDIS). The Support Coordinator will work closely with scheme participants, families and carers to assist them to: understand their NDIS plan; identify and choose NDIS and mainstream service providers and services which will help them to achieve their goals; connect with and participate in the community; and develop skills and capacity in self-management and self-advocacy.</p> <p>The Support Coordinator will work with adults, young people and children with a range of disabilities, and their families and carers across our service delivery regions – helping them to make the most of their NDIS plan, and to achieve their goals.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual,</p>

	<p>transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
<p>Key Responsibilities and Accountabilities</p>	
<p style="text-align: center;">Role Specific</p>	
<ul style="list-style-type: none"> • Develop effective relationships with NDIS participants, their families and carers, and utilise these relationships to support participants to exercise choice and control when implementing and actioning their NDIS Plan. • Provide varying levels of coordination and transition support for children, young people and adults with a disability, inclusive of their families and carers as appropriate. • Develop a thorough knowledge of the range of service providers, support options and community networks available for people with disability in the Ovens Murray, Goulburn Valley and Murrumbidgee regions, and use this knowledge to support participants to make informed choices regarding their NDIS-funded supports. • Ensure that all service provision options are presented to participants in a clear, accurate, easy to understand and unbiased manner, which supports the participant to freely and fully exercise choice, and minimises the potential for conflicts of interest. • Assist participants to develop skills and capacity in understanding their NDIS Plan and associated supports, understanding and using the NDIS Portal, and understanding and entering into Service Agreements with their chosen providers. • Monitor service bookings and spending against individual participant Plans, liaise with service providers as required, and support participants to develop their own skills and capacity in this area. • Advocate for participants as requested or required in a range of circumstances, including planning or review meetings • Provide accurate, high quality and timely Support Coordination reports to the NDIS, as required and outlined in their 'Request for Service' documentation • Participate in regular performance reviews and appraisals • Competently use all relevant organisational databases – including but not limited to VHIMS, RelianSys, clinical software, financial software • Actively participate in Professional Development • Actively participate in specific clinical supervision • Ensure annual completion of Mandatory training 	
<p style="text-align: center;">Financial Management</p>	
<ul style="list-style-type: none"> • Ensure services and activities are signed off in an accurate and timely manner to enable NDIS billing • Support the Data and Systems officers and/or finance team to investigate and action incorrect or incomplete financial information 	

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Community Inclusion team, work environment and to GH.
- Ensure your behaviour is congruent with organisational values, behaviours and goals
- Demonstrate effective communication skills (both verbal & written) in dealing with clients, visitors, staff and other stakeholders
- Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.
- Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.
- Positively embrace and adopt change as it occurs.

Technical Skills / Industry Knowledge

- Support the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the Community Inclusion Program.
- Ensure that all clinical and administrative documentation is accurate and completed in a professional and timely manner.
- Ensure that all documentation demonstrates that Support Coordination activities are carried out in such a way as to minimise conflict of interest.
- Maintain service delivery records in a timely and accurate manner to support NDIS billing, and ensure compliance with GH procedures and relevant legislation.

Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- Continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability and willingness to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in a relevant field, such as: Social Work, Service Coordination, Case Management, Allied Health and/or Disability-specific Qualifications at Advanced Diploma Level, and/or relevant industry experience in a similar or related field.
3. Demonstrated skills and experience in using a strengths-based, person-centred approach to work collaboratively with people with disability, their carers and families to achieve outcomes
4. Skills, experience and demonstrated capability in case management, care coordination, capacity-building and skills development with people with disabilities
5. Sound knowledge and experience of service delivery in the National Disability Insurance Scheme
6. High level interpersonal, communication, problem-solving and negotiation skills, and demonstrated ability to work collaboratively with a range of people, partner agencies, community organisations and other stakeholders
7. Experience and skills in monitoring budgets and reporting requirements for individual client service delivery arrangements, including understanding and management of funding packages
8. Excellent verbal and written communication skills; including proficiency in using client information management systems, electronic health records, web-based portals and social media applications, and report writing
9. Excellent time management and organisational skills, with proven ability to manage workloads, work to deadlines and timeframes, prioritise, work independently and as part of a team, and seek support and assistance when required

Mandatory Requirements

1. Current Australian Drivers Licence or accepted International Drivers licence
2. Confirmation of your right to work in Australia, Satisfactory National/International Police, NDIS Worker Screening Check, Evidence of COVID Vaccination and Victorian Working with Children Checks must be provided prior to commencement.



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name):

**Employee
Signature:**

Date:
