

Position Details

Position Title:	NDIS Support Coordinator
Department / Program:	NDIS Support
Type of Employment:	Permanent Part-time
FTE / Hours per week:	0.6 FTE / 24 hrs. per week
Award / Enterprise Agreement:	Community Health Centre (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2022
Classification / Grade:	L3PP5
Work Location:	As per contract of employment

Position Relationship

Reporting To:	Team Leader – NDIS Support Coordination
Staff / Team Supervised:	N/A
Internal Liaison:	Community Support Team and Community Care Team
External Liaison:	NDIA, External Providers

About NDCH

For more than 30 years, Northern District Community Health (NDCH) has worked to build healthy, inclusive and connected rural communities. We work across the health and social service systems to support people at every age and stage of life. We are deeply embedded with communities and partner with health and community services and all levels of government to support integrated, accessible services and a stronger system of care that makes sense for the rural context.

Our work makes a difference to health equity and health outcomes for rural people; keeping people well, out of hospital and engaged in community life.

Our services include medical care, allied health, nursing, mental health services, counselling, health promotion and community-based programs and events. We provide in-home personal care and support for older people to encourage ageing in place which enables our clients to remain connected to family and community. We offer rewarding career opportunities with a genuine balanced lifestyle for passionate professionals.

Our service reach has grown to span the Gannawarra, Buloke and Loddon Shires and more recently extended into the Rural City of Swan Hill. With more than 140 employees and 170 volunteers, our service encompasses picturesque towns like Cohuna, Kerang, Boort, Swan Hill and more.

Diversity Statement

NDCH recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

Position Summary

The NDIS Support Coordinator empowers participants to navigate their NDIS plans by assessing their needs, identifying strategies to achieve personal goals, and coordinating services that enhance their quality of life. This role involves building trusting relationships with participants, families, and service providers while promoting participants' independence.

Key Accountabilities

- Assess and understand each client's NDIS plans
- Assist NDIS Participants to identify and plan strategies to achieve their personal goals within the scope of their NDIS plans
- Align the coordination of supports & services and build capacity of clients
- Identify, coordinate, and implement service agreements with appropriate providers.
- Connect participants with services and facilities that enhance their quality of life and help them achieve their goals.
- Support participants to access and utilise the NDIS Portal to make service bookings/changes to support them in promoting their independence and empowering participant's choice and control.
- Develop trusting, positive, and professional relationships with participants, carers, and families involved in providing care, including specialist generic agencies and other mainstream service providers
- Provide ongoing support and guidance to ensure the implementation of participants' plans.
- Deliver work that meets minimum billable time and ensure reporting requirements are completed as per NDIS guidelines.
- Proper agreements & consents are in place via systems (e.g. Proda).

Key Competencies

Core / Functional Competencies:

- Accountability
- Planning & Organizing
- Initiative
- Insight

Behavioural Competencies:

- Flexible Behaviour
- Listening
- Sociability
- Stress Management

Key Selection Criteria

Essential:

Qualification:	Preferably with qualifications in Psychology, Social Worker, Community Service, or equivalent
Certification:	N/A
Registration:	N/A
Experience:	Experience in Program Coordination, Service Coordination, and Reporting

Desirable:

- Experience in Support Coordination NDIS role supporting a diverse client base
- Knowledge of NDIS legislation & regulations and able to stay up to date with evolving and changing guidelines and requirements.
- Understanding of trauma-informed practice
- Awareness of Social Determinants of Health
- Capacity for travel in various locations

Organisational Responsibilities

- **Diversity:** NDCH is an Equal Opportunity Employer, we celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
- **Code of Conduct:** Uphold the NDCH culture and professional codes of conduct and comply with all relevant laws and policies. Be aware of and perform all duties in accordance with the organisation's policies and procedures.
- **Child Safety:** Make a commitment to the safety and wellbeing of children and young people. This means to protect and support, enhance wellbeing, and reduce any opportunities for abuse, or harm to occur.
- **Consumer Engagement:** Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.
- **Person/Family Centred Approach to service provision, health promotion action and access to information:** Identify, strengthen capacity, and address any barriers that prevent a consumer to maximise their independence and choice in decision making about the way their services are delivered.
- **Occupational Health and Safety (OH&S):** Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service.
- **Risk Management:** Comply with NDCH Risk Management system, actively contribute to creating an organisational culture that promotes risk identification and mitigation. Understand practice frameworks relating to the **Multi Agency Risk Assessment and Management (MARAM)** framework and recognise family violence as a health issue.
- **Continuous Quality Improvement:** Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation. Participate and cooperate in data collection and audit processes to ensure compliance with applicable accreditation standards.
- Participate in **performance development plans** and **supervision**.
- Participate in continuous **learning and professional development**.
- Commit to a culture of trust, openness, and accountability to improve service quality and safety.

Conditions of Employment and other relevant information

- Undertake mandatory pre-employment & work screening checks (e.g. Professional Reference Check, Evidence of Work Rights, National Police Check, Working with Children Check, NDIS Check, International Police Clearance as applicable, Statutory Declaration, etc.) **Appointment is subject to the outcome of the checks.**
- Maintain a valid Police Check, Working with Children Check & NDIS Check whilst employed at NDCH.
- Provide credentials and maintain valid Professional Registration/s (as applicable) and driver's licence.
- Full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- NDCH reserves the right to vary the work location of the position according to the needs of NDCH and its clients and any future changes to the NDCH's areas of operation.

Why Choose NDCH

At NDCH, we're more than a workplace – we're a community dedicated to building healthier, more inclusive rural lives. We are driven by core values that shape our every action. We strive to cultivate a workplace where courage, inclusivity, and unwavering commitment are not just ideals, but integral to our daily operations.

We offer a supportive, flexible environment where mental well-being and professional growth are prioritised. As a not-for-profit, we provide salary packaging and real career opportunities. Our impact extends beyond the office through active community engagement and services.

At NDCH, your voice matters, your work creates change, and you're part of something meaningful.

Position Description Approval

Approving Managers:	Name	Signature	Date
Department Manager	Emily Wood		
People & Culture Manager	Ingrid Cultivo		

Acceptance of Position Description

I acknowledge 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, therefore, it must not to be interpreted as totally inclusive.
- NDCH may alter the duties of this position description when the need arises. Any such changes will be made in consultation with the affected employee/s.
- I understand that this is separate from the Employment Agreement that I will sign, outlining the terms and conditions of my employment.
- This position description operates in conjunction with and forms part of the relevant individual performance development review plan. An initial review will take place six (6) months following commencement of employment and then on an annual basis.

Employee Signature: _____

Employee Name: _____

Employee ID No.: _____

Date: _____