



NDIS Support Coordinator (Aboriginal Identified Position)

Full Time

***Pursuant to Section 14 of the Anti-Discrimination Act 1977 (NSW),
Australian Aboriginality is a genuine occupational qualification for this position***

Applications close Monday 17 June 2019

The Organisation

Galambila is an Aboriginal Community Controlled Health Service located in Coffs Harbour, NSW. As a leading provider of high quality, culturally relevant, comprehensive primary health and related care services, Galambila serves the Aboriginal communities of Coffs Harbour, Urunga, Bellingen and Woolgoolga. The role is located within our Ready Mob team.

The NDIS Support Coordinator will engage with, and provide high quality support, for people, living with a range of disabilities, including mental health, and their families and carers. The NDIS Support Coordinator will support the participant to achieve their individual goals and maximise the potential of their NDIS plan. This will include advising and linking participants with services and support with local communities, build skills, overcome obstacles and access mainstream services.

Important Information

Galambila will be the employing agency for this position. Galambila is an equal opportunity employer and all applications for vacancies are based on merit.

Galambila Aboriginal Health Service considers that being Australian Aboriginal is a genuine occupational qualification under s.14 of the Anti-Discrimination Act 1977 NSW – the successful applicant will need to provide documentation that they are recognised by the Aboriginal Community as being of Aboriginal descent. Applicants must be Australian citizens or permanent residents or have legal entitlement to work in Australia.

The role is located in Coffs Harbour.

Galambila provides a smoke-free work environment and promotes a smoke-free culture for staff where they are encouraged and supported not to smoke.

Salary

Galambila offers the following attractive salary package for the position of NDIS Support Coordinator.

- Commencement Salary negotiable dependent upon qualifications and experience
- Benefits include 11% superannuation, training and development, Employee Assistance program and salary sacrifice

How to apply

To apply for this role candidates will need to provide:

1. Applicant Details form;
2. Updated Resume; and
3. A cover letter addressing the selection criteria.

Your application must be submitted before 5pm Monday, 17 June 2019. Email to HR@galambila.org.au or in person to Galambila, Cnr Harbour Drive & Boambee Street Coffs Harbour NSW 2450. Incomplete or late applications may not be considered for interviews.

For further information or inquiries please ring Jane on 02) 6652 0850

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APPLICANT DETAILS

Position Applied for

NDIS Support Coordinator

Name

Do you identify and are recognised as Aboriginal or Torres Strait Islander?

Yes, Aboriginal

Yes, Torres Strait Islander

Yes, Aboriginal and Torres Strait Islander

No, I don't identify as either Aboriginal or Torres Strait Islander

Address

Suburb, State and postcode

Contact Number

Email address

How did you hear about this vacancy?

If other, please detail:



NDIS Support Coordinator *(Aboriginal Identified Position)*

Selection Criteria

Please note Galambila Aboriginal Health Service considers that being Australian Aboriginal is a genuine occupational qualification under s.14 of the Anti-Discrimination Act 1977 NSW – the successful applicant will need to provide documentation that they are recognised by the Aboriginal Community as being of Aboriginal descent.

Essential

1. Knowledge and understanding of the National Disability Insurance Scheme (NDIS) or willingness to learn and experience in utilising a range of community based supports to achieve client goals within a framework of person-centred practice.
2. Experience working in an Aboriginal community/health/disability service or demonstrated ability to work with Aboriginal Australians in the provision of these services.
3. Experience liaising with external health service providers and other community-based services and organisations.
4. Highly developed written and verbal communication and negotiation skills.
5. Strong time management skills in a high volume work environment.
6. Strong leadership and service development skills.
7. The ability to work independently and as part of a multidisciplinary team using strong coordination, leadership and peer support skills.
8. Proficient use of IT systems and processes including Microsoft, Outlook, internet, and the NDIS Portal.
9. Current "C" class driver's licence
10. Recognition by the Aboriginal community as being of Aboriginal descent

Desirable

1. Experience in the Health Sector, specifically working with people with a disability, including supporting people with disability to develop positive relationships with a broad range of internal and external stakeholders.

Qualifications

Tertiary qualification in social sciences, community services, health or other relevant professional field (desirable)

- Diploma in Disability;
- Cert III or IV in Disability;
- Certificate III or IV in Mental Health Qualifications; or
- Substantial relevant experience working in direct case management.

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Employment Arrangements

An offer of employment is subject to a six (6) month probationary period. The appointment will be to the relevant level dependent on the successful candidate's skills, knowledge and abilities in the role and any qualifications relevant to the role. A review of performance will be conducted 3 months after commencing. Your reporting lines may change from time to time at Galambila in accordance with operational requirements.

This appointment is subject to a satisfactory clearance for a police check and a clearance for working with Children undertaken by the Office of the Children's Guardian (NSW).



Position Description

Position:	NDIS Support Coordinator
Location:	Galambila Aboriginal Health Service – Coffs Harbour
Pay structure:	Galambila AHS Enterprise Agreement
Classification	<i>Level 5 SCHADS Award</i>
Hours per week	38
Responsible to	Clinical Services Manager

Our Values → Compassionate ↔ Respectful ↔ Empowering ↔ Inclusive

Our Purpose → Culturally appropriate care that ensures the best possible health and wellbeing outcomes for those on Gumbaynggirr Land

Our Vision → Greater choices for our mob to improve health for all stages of life

Objectives

Galambila Aboriginal Health Service is an Aboriginal Community Controlled Health Service providing high quality, culturally appropriate, comprehensive primary health care and related services to the Aboriginal communities of Coffs Harbour, Urunga, Bellingen and Woolgoolga.

The NDIS Support Coordinator will engage with, and provide high quality support, for people living with a range of disabilities including mental health, their families and carers. The NDIS Support Coordinator will support the participant to achieve their individual goals and maximise the potential of their NDIS plan. This will include advising and linking participants with services and support with local communities, build skills, overcome obstacles and access mainstream services.

Role responsibilities

Relationship Management

1. Develop and maintain effective, collaborative relationships with participants to create awareness of the NDIS and Galambila's service offerings and to understand community needs.
2. Partner and collaborate with other community service providers, the NDIA, Growing Potential and Galambila Clinical staff in formal and informal partnerships to achieve client outcomes and referrals.
3. Build and support relationships and partnerships in local communities and to gain greater understanding of how those relationships could contribute to additional or complementary supports and services for clients.
4. Actively support participants to connect with their community and encourage participation in both mainstream and community options.

Service Development and Leadership

1. Develop and implement new service offerings within Galambila's registered list of services.
2. Attract new clients - promote NDIS service and internal referral pathways to Galambila Clinical and Community staff, community organisations and other stakeholders.

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3. Lead a small team of service staff to ensure the effective implementation and accurate recording of NDIS processes within Galambila, and to enhance the client experience.

Service Provision

1. Undertake the central reference/intake point for the participant, and all stakeholders in the coordination of the participant's NDIS plan.
2. Interpret participants NDIS plan goals to support the participants in working towards their plan's outcomes.
3. Support participants to understand their NDIS plan, goals objectives and the use of NDIS portal.
4. Develop and maintain a comprehensive register of NDIS service providers including their capacity to provide services to clients with different needs/challenges.
5. Present NDIS service provider information and options to clients and their families/carers to enable them to make informed choices.
6. Ensure support coordination is completed as per the agreed schedule and claims for payment are regularly lodged.
7. Provide practical support to clients and their families/carers in accordance with the client's NDIS plan to increase client capacity for personal development to independently manage their own NDIS plan.
8. Contribute to service development by identifying improvement areas and being actively involved in the implementation of any agreed changes.
9. Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.

Support Coordination Administration

1. Ensure completion of NDIS Participant Service Agreements and other appropriate documentation.
2. Ensure high quality record keeping and provide NDIA with reports on outcomes and success indicators within the agreed reporting frequency.
3. Maintain complete case notes and other records and maintain accurate records of hours of support provided to substantiate NDIS invoice claims.
4. Complete a range of internal and external reports relating to clients including for case management statistics, NDIS reports and feedback.
5. Complete administrative tasks including statistical reports and referral letters within agreed timeframes.
6. Ensure all workflow documents are up to date and reflect the correct procedures and processes.
7. Ensure participant supports are managed within the budget parameters of their NDIS plans.

Workplace responsibilities

- Work as a team member, seeking support, guidance and direction as required;
- Attend meetings and undertake training as appropriate to the role of NDIS Support Coordinator;
- Perform any other duties consistent with the terms of employments as may be directed or implied from time to time; and
- Participate in staff performance reviews.

Workplace Health and Safety responsibilities

- Follow defined WH&S and injury management policies and procedures;
- Take reasonable care for the safety of others in the workplace;
- Ensure organisational compliance with any requirements of the WH&S Act and other legislation with regard to health, safety and welfare in the workplace;
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WH&S Act or other legislation;
- Report all accidents or incidents which did, or could have resulted in, injury to others in the workplace or damage to property;

- Report all hazards or potential hazards;
- Be familiar with emergency evacuation procedures and participate in regular training in safety procedures; and
- Provide input into regular safety inspections for their department.

Child Protection Responsibilities

- Be familiar with and adhere to legislation in relation to Child Protection and comply with NSW Health Frontline Procedures for the Protection of Children and Young People; and
- Attend training in Child Protection as required.

Continuous Quality Improvement responsibilities

- It is the responsibility of each staff member to be aware of the contents of the policy and procedures manuals and work within the principles contained therein.
- Each staff member is expected to be committed to quality service and to participate in activities to enhance continuous quality improvements in the workplace.

Non Smoking Policy

Galambila provides a smoke-free work environment and promotes a no-smoking culture for staff where they are encouraged and supported not to smoke.



GALAMBILA PRIVACY AND CONFIDENTIALITY INFORMATION

One of the many rules to which staff must strictly adhere is the rule of professional secrecy and access to confidential information. All Galambila employees must observe a strict code of secrecy in any matters relating to work at Galambila and particularly in relation to information regarding clients/patients.

It is equally important that members of staff do not disclose any health information of clients/patients to any other staff member unless this information is necessary for the provision of care and is exchanged in the course of providing care.

Matters concerning the work of Galambila including information about clients/patients must never be discussed outside of Galambila and each member of staff has a moral and legal obligation to Galambila not to violate the trust placed in them in the handling of sensitive and confidential client and organisation information.

Staff recruited to Galambila are required to sign privacy and confidentiality agreements upon commencement of employment. Breaches of privacy and confidentiality are treated with the utmost seriousness and may result in disciplinary action up to and including termination of employment.

DOCUMENTARY IDENTIFICATION REQUIRED

Successful applicants are required to provide original identifying documentation as per the 100 point ID check for a Criminal Record Check. A current Working with Children Check Number is also required.

Identifying documents include:

Birth Certificate	70 points	Please bring one of these
Passport	70 points	
Driver's Licence	40 points	
Medicare Card	25 points	
Credit/Debit Card	25 points	
Utilities account (electricity)	25 points	

Note that it is the applicant's responsibility to ensure that documents produced equal 100 points or more when combined.

Applicants applying for Aboriginal designated positions must also provide a Confirmation of Aboriginality from an incorporated Aboriginal organisation.