**NDIS Support Coordinator**

**Closing Date is Friday, 29 January 2021**

**The Organisation**

Galambila Aboriginal Corporation trading as Galambila Aboriginal Health Service is an Aboriginal Community Controlled Health Service located in Coffs Harbour, NSW. Galambila is 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.

**Important Information**

An offer of employment will be a 12 months fixed term arrangement with the possibility of extension.

Galambila is an equal opportunity employer and all applications for vacancies are based on merit. Women and people with disabilities are encouraged to apply

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.

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

**Salary**

Galambila offers the following attractive salary package for the NDIS Support Coordinator:

* Base salary $82,000 - $86,000 p/a includes salary sacrifice up to $31,177 (PBI status);
* Additional benefits include: 11% superannuation; additional leave; ongoing professional development.

**How to apply**

To apply for this role you will need to provide:

* A completed Applicant Details Form;
* Your updated Resume; and
* A maximum two page cover letter responding to the capabilities relevant for the role; and
* Confirmation that you are recognised as being of Aboriginal descent from the Aboriginal community.

You can submit your application directly by email to HR@Galambila.org.au – alternatively please drop in your application to Galambila Aboriginal Health Service, Corner of Harbour Drive and Boambee St, Coffs Harbour.

For further information or inquiries please ring

Jane Lennis or Naomi Ingram on (02) 6652 0850

Incomplete or late applications may not be considered for interview.

Applications must be received on or before **5pm Friday, 29 January 2021**



**APPLICANT DETAILS**

**Position Applied for**

NDIS Support Coordinator

**Name**

Click here to enter text.

**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**

Click here to enter text.

**Suburb, State and postcode**

Click here to enter text.

**Contact Number Alternative Contact Number**

Click here to enter text. Click here to enter text.

**Email address**

Click here to enter text.

**How did you hear about this vacancy?**

Choose an item.

If other, please detail: Click here to enter text.



**NDIS Support Coordinator**

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 Capabilities:**

**Partnerships and collaboration:** Develops models and protocols for working in formal and informal partnerships with stakeholders to achieve and improve client relations.

**Professionalism – Taking Responsibility**: Delegates to develop staff and accepts responsibility for actions of staff and teams under authority.

**Advocacy**: Articulates clear and persuasive messages about key issues when advocating or negotiating for clients and on behalf of the organisation.

**Leadership and teamwork – Conflict management:** Operates in a fluid environment and negotiates for win-win outcomes and is actively involved in problem solving and conflict resolution.

**Service Delivery – Client outcomes:** Provides leadership and focuses team on client and community outcomes and fosters a culture of excellence in service delivery.

**Service Delivery – Client confidentiality and dignity:** Creates systems and policies for protection of client confidentiality and fosters a culture of respect for clients’ dignity.

**Policy development and implementation:** Maintain and evaluate workable policies and procedures that align with organisational vision and values.

**Governance and compliance – Quality:** Manages implementation of quality systems and ensures that quality outcomes are achieved.

**Governance and compliance – Occupational Health and Safety:** Manages work practices for health and wellbeing of staff and client’s compliance with WHS legislation.

**Licence**

Current ‘C’ Class driver’s licence is mandatoryfor this role.

**Qualifications**

There are no mandatory qualifications for this position, however, the following qualification (or equivalent) is highly regarded.

* Tertiary qualification in social sciences, community services, health or other relevant professional field;
* Certificate IV or Diploma in Disability, Mental Health, or Aboriginal Primary Health Care

**Employment Arrangements**

An offer of employment is subject to a six (6) month probationary period. This role is advertised as a fixed term (up to 12 months) with the possibility of extension. Continuation in the role is subject to funding and satisfactory performance and ongoing budget for the role. A review of performance will be conducted 3 months after commencing. All staff undertake individual Performance Agreements including regular reviews. 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**

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| Position: | NDIS Support Coordinator |
| Location: | Coffs Harbour |
| Classification | Level 5 SCHADS Award |
| Hours per week | 40 (Monthly RDO) |

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| --- |
| **Our Values** → Compassionate ↔ Respectful ↔ Empowering ↔Inclusive ↔Accountable |
|   |
| **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**

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.
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**

**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, payments reconciled, and supplier invoices approved and submitted for payment.
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**

* Provide leadership, direction, support and supervision to all direct reports;
* Provide regular feedback and undertake performance management responsibilities;
* Chair and manage regular staff meetings;
* Ensure staff have training and development opportunities;
* Engage collaboratively with Managers to ensure the efficient delivery of quality and culturally relevant primary health care services and disability support services; and
* Perform any other duties consistent with the terms of employments as may be directed or implied from time to time.

**Workplace Health and Safety responsibilities**

* Ensure defined WH&S and injury management policies and procedures are followed within area of control;
* Lead and foster a strong safety culture focusing on the safety of own and 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 ensure your team are trained and understand the procedures;
* Ensure regular safety inspections for your area are completed as scheduled; and
* Review all hazards and potential hazards and ensure control measures are put into place and followed.

**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;
* Ensure all staff under direct responsibility have attended training in Child Protection and understand their responsibilities; and
* Ensure frontline procedures are universally adopted in the NDIS unit.

**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** will be required to provide the following documentation:

* Working with Children Check verification or application number;
* Proof of identity (such as Birth Certificate, Drivers licence, Proof of Age Card, or Passport); and
* Confirmation of recognition of Aboriginal or Torres Strait Islander descent.