



## Albury Wodonga Aboriginal Health Service Ltd

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# POSITION DESCRIPTION

<b>Position Title :</b>	<b>Extended Transitional/ NDIS Support Coordinator</b>
<b>Reports To:</b>	<b>Programs Manager</b>
<b>Employment:</b>	<b>Extended Transitional Support Coordinator- .6 FTE. NDIS Support Coordinator- .4FTE</b>
<b>Award :</b>	<b>Aboriginal Community Controlled Health Services Award 2010</b>
<b>Salary:</b>	<b>As per contract</b>

<b>Position Approval</b> Updated:12/8/2020 Last updated: new role	Approved: David Noonan Date:
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## ORGANISATION

Albury Wodonga Aboriginal Health Service Inc. (AWAHS) is an Aboriginal Community Controlled Health Organisation. AWAHS provides first class Primary Health Care Services to the Aboriginal community who reside in Albury / Wodonga and surrounding areas. As a Bulk Billing Health Service there is no charge to our clients for the medical services provided.

## VISION STATEMENT

To provide comprehensive quality health and family services based on respect for Aboriginal Culture.

## POSITION PURPOSE

### Extended Transitional Support

The role of the ETS is to coordinate, facilitate and maintain access to required services for clients with complex needs as a result Mental Health issues.

A key component of the role is to work collaboratively with a range of organisations, including primary health care providers internal and external to ensure the seamless access and provision of multiple services to clients with complex needs. The ETS will also actively seek to resolve systemic issues at a service/program level that may prevent or hinder access for clients.

The ETS will were appropriate assist clients to test eligibility, prepare for and successfully transition to the National Disability Insurance Scheme (NDIS).

### NDIS Support

The NDIS Support Coordinator plays an integral role for NDIS participants in interpreting their NDIS plan, assisting them to establish the supports in their plan and develop their capacity over time to coordinate and manage their own supports.

## **RELATIONSHIPS**

### **Supervision**

The position reports directly to the Programs Manager of AWAHS

### ***Internal***

The Support Coordinator will work collaboratively with all other team members of AWAHS.

### ***External***

The role will be expected to liaise with key stakeholders who are involved with disability management in our local Aboriginal community. The liaison will also include other local Aboriginal Organisations, the NDIA, NDIS providers and other relevant support organisations.

## **DUTIES OF THE POSITION**

### **Extended Transitional Support**

- Utilise different strategies to support engagement with clients disconnected from the service system
- In conjunction with the participant and their family where appropriate, develop a support plan that clarifies the actions to be taken and outcomes to be achieved.
- Assess individual clients needs and collaboratively develop an Action Plan that is implemented, monitored and reviewed regularly
- Engage with and work collaboratively with the existing care coordination activities that may already be in place
- Facilitate the engagement of services for clients, including primary health care services.
- Provide information and advocacy to consumers about accessing the NDIS
- Assist clients in testing for NDIS eligibility and prepare and assist them for transition to the NDIS
- Provide coordination of supports to NDIS participants
- Advocate for the client as needed or requested
- Contribute to service mapping and gap analysis in your area

### **NDIS Participant Support**

- To be a key point of contact for the participant for all NDIA services and support to ensure the full implementation of the participants NDIS plan.
- To ensure the participant and their support network are aware of the principles of the NDIS and the determinations of reasonable and necessary supports.
- In conjunction with the participant and their family where appropriate, develop a support plan that clarifies the actions to be taken and outcomes to be achieved.
- Conduct a needs assessment with the participant, based on their NDIS goals and the level of service defined in the NDIA plan.
- Coordinate services as defined in the participant's NDIA plan, using a strengths-based and capacity building approach. This will include informal supports, mainstream services (housing, education, and health), specialist services, and NDIS funded supports.
- Empower the participant and their family by providing information about the range of mainstream and specialist services available to them, including advocacy services.
- Provide to the NDIA timely and relevant progress reports reflecting progress towards achieving plan goals, and recommendations about the appropriate type of support required in the next plan and reasons for this.
- Maintain complete case notes including hours of support provided to substantiate NDIS claiming

- Understand and operate within the NDIS Price Guide and flexibility within budgets, the NDIS legislation and rules including provisions relating to reasonable and necessary supports and the role of the mainstream service system
- Provide services and maintain written program documentation consistent with the Disability act the NDIS act and AWAHS requirements.

### **General**

- Establish and maintain effective relationships with participants and their families, carers and advocates, NDIA, other mainstream and disability service providers, members of the community, networking groups, funding bodies, government agencies, auditors and practitioners
- Provide quality support based on developing skills, competencies and resources to enable the participant and their family to promote the participant's wellbeing and development and the family's capacity to be self-managing.
- Be mindful of mandatory reporting requirements e.g. child safe policies, and abuse and neglect of adults and discuss with your manager where a concern exists
- Report any risks to the manager that may arise in program provision that may potentially impact on the organization
- Participate in the development of new services as required.
- Other duties as directed by the program manager.

### **Administrative**

- Maintain accurate client and program records and statistics as required.
- Submission of reports and documents within required timeframes or as requested
- Actively uphold the AWAHS philosophy, policies and procedures.
- Participate in the ongoing development and implementation of policies which are sensitive to the identified health needs and concerns of Aboriginal people/communities and which reflect the principles of social justice and equity, by consultation, participation and advocacy in appropriate forums.
- Maintain confidentiality.
- Contribute to the development and maintenance of a supportive environment within the team.
- Participate in the evaluation of the Program's services and group activities.
- Work in accordance with the EEO, OH&S, Code of Conduct and safe working practices, policies and procedures of the Albury Wodonga Aboriginal Health Service.

### **Professional**

- Accept personal responsibility and be accountable for professional practice.
- Participate in performance appraisal and supervision processes.
- Maintain professional skills and knowledge via appropriate staff development activities.
- Demonstrate excellent communication skills in recording and reporting information to the multidisciplinary team.
- Participate in quality improvement activities.
- Work as part of a team and actively participate in staff meetings.
- Participate in research activities including the compilation of daily and monthly statistics on the services provided as required.

**Mandatory Requirements**

- Comply with the Disability Act.
- Comply with NDIS Act
- Comply with the NSW Department of Community Services mandatory child protection reporting regulations.

**ORGANISATION CHART**

Refer to attached AWAHS Organisational Chart.

**SELECTION CRITERIA**

- Extensive experience in coordinating responsive, individualised support to participants with complex needs and their families.
- Qualifications in the field of health, social or disability an advantage.
- Demonstrated experience in NDIS support coordination
- Demonstrated skill in establishing empowering and supportive partnerships with participants and their families with complex needs.
- A commitment to quality service maximising the opportunities and support of participants with disabilities and their families within their local communities.
- A sound understanding of relevant legislation, NDIS procedural guidelines and the full range of community services that may be required by participants.
- Be able to communicate effectively with the local Aboriginal community in a non-discriminative and professional manner
- Demonstrated knowledge of current health issues relevant to Aboriginal & Torres Strait Islander communities.
- Current Drivers Licence

**EMPLOYMENT PREREQUISITES**

- Current and clear Criminal Record Check
- Current and clear Working with Children Check
- Complete and appropriate for role Health Declaration Form

**DECLARATION**

*I acknowledge that I have read the Position Description understood its contents and agree to work in accordance with the requirements of the position. I also understand and accept that I must comply with the organisation's policies and procedures including Confidentiality and Code of Ethics during and beyond my employment with Albury Wodonga Aboriginal Health Service Inc.*

Name .....

Signature ..... Date .....