

## POSITION DESCRIPTION

<b>Position Title</b>	NDIS Support Coordinator
<b>Position Holder</b>	Vacant
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Salary</b>	Remuneration is in accordance with the above award and dependent on qualifications and experience.
<b>Employment Type</b>	Full-time
<b>Contract Type</b>	Permanent
<b>Position reports to</b>	Manager, Aged & Co-ordinated Care
<b>Location</b>	7 Union Street Brunswick, VIC 3056,
<b>Recommended</b>	<ul style="list-style-type: none"> <li>• Obtain full COVID-19 vaccination, unless certified to be exempt by a certified health professional.</li> <li>• Fully influenza vaccinated.</li> </ul>
<b>Date</b>	April 2024

### Organisation Background

PRONIA, meaning “to provide” is an established community services agency with a rich 50-year history servicing the needs of the culturally and linguistically diverse backgrounds, including the Australian-Greek community. We advocate for the vulnerable and provide innovative services to meet current and emerging multicultural community needs.

PRONIA’s programs focus on providing direct services, including counselling, information provision, and crisis intervention, community education as well on the delivery of specialist services in aged care, disabilities, family, and children’s programs. All services are delivered in a linguistically and culturally appropriate manner with a commitment to enhance individual’s capacity and build community capital.

#### Our Vision

An inclusive society where people from Greek and other backgrounds can be supported to live their best lives.

#### Our Statement of Purpose

To empower vulnerable members of the Australian - Greek Community to reach their full potential. This will be achieved predominantly by undertaking service provision and complimented by ancillary services, which support our clients including advocacy, policy development and research in an innovative, culturally and linguistically appropriate manner.

## Role Purpose

The position is primary responsible for providing support coordination to NDIS clients.

## Key Responsibilities

### Key Objectives

- Support NDIS participants to implement their plan and increase their capacity to self-direct.
- Support participants to make informed decisions about their care and lifestyle needs.
- Support participants to engage with their local and broader communities.
- Support participants and their carers to access formal and informal supports.
- Establish and maintain referral pathways and professional networks to meet the needs of participants.

### Key Responsibilities

#### 1. Program & Service Delivery:

- Liaise with stakeholders of participants to ensure needs and other outcomes of Support Plans are met.
- Monitor Support Plans and ensure goals are met in a timely manner and as per allocated budget.
- Maintain regular contact with clients and their carers to ensure that support plans and budgets remain relevant to current and emerging needs and liaise with NDIA or other stakeholders to review goals and support plans.
- Maintain accurate and up to date client files using current electronic client file software.
- Develop and distribute culturally and linguistically appropriate material and resources for NDIS participants and their carers.
- Maintain program compliance as per Government and other legislative requirements and participant in internal and external audits of the NDIS program.
- Ensure adherence to Complaints Policy, Privacy & Confidentiality Policy and OHS policy and procedures and safe working practices.

#### 2. Networking and Professional Development:

- Establish and maintain contacts with local and regional disability services and other stakeholders and develop effective working relationships with these organizations.
- Represent the needs of CALD and other communities and advocate on behalf of the client group by attending relevant committees, networks, conferences, and Open Days.
- Input into policy development relating to relevant issues, and aid in the government for service provision to CALD and other communities.
- Identify gaps in knowledge and ensure learning needs are met through internal and external professional development.
- To undertake other duties as directed by the Unit Manager and/or CEO.

## Safeguarding our Employees

At PRONIA we recognise that family violence is a gendered issue which is evident across the life span, is a complex and serious community issue, embedded in all types of care relationships, regardless of age, gender, sexual orientation, culture, religious beliefs, and socio-economic status. Family Violence (and Elder Abuse) have immediate and long-term impacts on the physical, psychological, and social health and wellbeing of those affected which includes adults and children.

PRONIA takes supporting employees impacted by Family & Domestic Violence seriously, therefore:

1. We offer employees impacted by family & domestic violence; 10 days paid leave annually (non-cumulative).
2. We will ensure all details are kept confidential.
3. If required, we will develop and action workplace safety planning strategies.
4. We will provide referrals to appropriate support services.
5. We will provide specialised training for nominated persons.
6. All employees impacted family & domestic violence will also have access to able to access flexible working arrangements, annual leave, personal leave, long service leave as necessary.
7. All employees will be protected against discrimination as a result of disclosure, experience or perceived experience of DV.
8. By respecting the decisions of the service users and offering a range of options, PRONIA professionals have a vital role in ensuring the safety and wellbeing of health needs are met, inclusive of a patient's safety.

## Safeguarding Children and Young People

PRONIA takes child protection seriously, you are required to meet the behaviour standards outlined in our Code of Conduct. All employees receive a copy of the Code of Conduct as part of their induction.

Therefore, as a part of your duties and responsibilities, you are also required to:

- Provide a welcoming and safe environment for children and young people;
- Promote the safety and wellbeing of children and young people to whom we provide services;
- Ensure that your interactions with children and young people are positive and safe;
- Provide adequate care and supervision of children and young people in your charge;
- Act as a positive role model for children and young people;
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management;
- Maintain a valid Working with Children Check (if applicable to role); and
- Undergo periodic 'national criminal history record' checks and report any criminal charges or convictions you receive during the course of your employment that may indicate a possible risk to children and young people.

## Mandatory Requirements

- Current Driver Licence and access to vehicle.
- Able to drive to conduct client visits.

- National Police Record Check.
- Own IT infrastructure at home to enable work from home capabilities where directed by the business.

### Professional Experience

- The position requires a senior person with the appropriate tertiary qualifications in Bachelor of Social Work or equivalent in the Human Services Field.
- 2 years' experience in similar role.
- Fluent in English and Greek.
- Well-developed written and oral skills.
- Excellent computer skills and ability to learn and adapt to new software.

### Knowledge and Skills

- Demonstrated experience in supervision and management of community services professionals.
- Demonstrated knowledge of community development, advocacy, and policy.
- Demonstrated experience in the delivery of direct client services and adapt communication style to suit people's needs.
- Possess policy development and advocacy skills.
- Awareness of the needs of people with disabilities and their carers.
- Strong administrative skills, time management and ability to multitask.
- Ability to work independently and with other teams throughout the organisation.

### Personal Qualities

- Excellent Communication Skills.
- Willingness to add to knowledge base and skills.
- Problem Solving Skills.
- Loyalty and honesty.

Signed for by the Employee as acceptance of the position description.

Name:

Signature:

Date: