

NDIS Support Coordinator



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Position Overview

Position Title

NDIS Support Coordinator

Team

Home & Healthy

Reports to

Team Leader

Line Manages

N/A

Classification/Award

Level 4, SCHADS 2010

Talkin

Team Leader

Based at

West End

Backup when absent?

Team Leader

NDIS Support Coordination

Micah Projects provides support coordination and recovery coaching to participants of the National Disability Insurance Scheme who have complex needs including a history of homelessness, experience of domestic and family violence and/or institutional care, living with comorbidities and requiring coordination of support across service systems.

Participants are supported to identify and develop their own unique goals designed to improve their daily life, promote independence and participate more fully in their chosen community. They are supported to connect with services of their choice and to develop the skills to communicate their wants and needs effectively.

Position Description

As a Support Coordinator you will...

Work with participants to understand and implement their NDIS plan, connecting them with appropriate services and building their capacity to communicate their needs effectively and to play an active role in managing their supports.

Interactions and Relationships

External

- National Disability Insurance Scheme
- Local Area Coordinators
- NDIS Service Providers
- Community organisations
- Participants
- Family and Carers

Internal

- Service delivery team members across the organisation
- Organisational Services
- Other Micah Projects Teams

Partnerships

Key Responsibilities

- Support participants to understand and implement their NDIS plans. Connect them with providers that are suited to their unique needs, ensuring the participant has choice and control of the decision-making
- Actively work with participants around developing the skills and confidence to engage in the management of their own supports
- Support participants to connect with a range of mainstream, community and funded supports that align with their goals
- Support participants to manage their NDIS plans, negotiate with providers and ensure accurate claiming
- Work to establish strong, professional relationships with participants, their families and other stakeholders
- Monitor the delivery of services to participant, review plan regularly and make adjustments as needed
- When required, manage crisis situations and ensure participant safety
- Undertake written reports to the National Disability Insurance Scheme on plan implementation and participant progress by the required due dates

- Maintain up to date case notes and entry of mandatory data as per National Disability Insurance Scheme Practice Standards and NDIS Quality and Safeguards Commission guidelines.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Commitment to child and vulnerable adult safeguarding.
- Perform other duties as assigned by Supervisors.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

Key Challenges

Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Managing a workload with deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

Criteria and Conditions

Criminal History Screening

- ☐ National Police Certificate ☐ Blue Card
☒ Yellow Card ☒ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone ☒ Pool Vehicle ☐ Packaged Vehicle

Essential

- Cert IV, Diploma or Degree qualification or a combination of experience, expertise, and competence in providing support and case coordination to people with complex needs
- Demonstrated engagement and interpersonal skills particularly with those in crisis situation and who are homeless or at risk of homelessness
- Demonstrated knowledge of disadvantage, poverty, health inequities, mental illness, homelessness and complexity in our community.
- Demonstrated ability to use effective communication skills both verbal and written.
- Demonstrated ability to advocate with both community and government services, document information accurately and in a timely manner.
- Demonstrated ability to coordinate with multiple stakeholders.
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.

- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

Desirable

- Experience working with people experiencing mental illness and associated functional impairments.
- Knowledge of the NDIS and its requirements – application, planning, implementation

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____