

POSITION DESCRIPTION

NDIS SUPPORT COORDINATOR

The Chinese Community Social Services CCSSC Limited (CCSSC) is committed to the provision of culturally responsive and high-quality community and residential care for elderly members of the Chinese-speaking community in the State of Victoria (Chinese-Victorian community). We also offer professional welfare services in migrant settlement as well as disability. We achieve our mission by attracting and retaining the best staff.

Responsible to: Director of Community Services

Basis of Employment: Full Time/Part Time

POSITION OBJECTIVES:

This position plays a critical role in empowering people with disabilities by facilitating access to funded supports and mainstream services. The objective is to ensure participants experience a smooth, effective, and person-centred journey through the NDIS, while building their capacity to navigate systems, make informed choices, and live more independently.

The purposes of the role are:

- To coordinate and implement NDIS plans tailored to individual client needs and aspirations.
- To support clients in building the skills required to manage their supports and make independent decisions.
- To ensure all services are delivered in a compliant, timely, and client-focused manner, in line with current NDIS and organisational guidelines.

KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to NDIS Support Coordinator:

1.1 Plan Implementation and Support Coordination

- Assist clients in accessing and using the NDIS portal.
- Support clients to understand and navigate their NDIS plans, including providing education on changes to NDIS legislation.
- Assist in implementing NDIS plans by identifying approved supports and budgets to help clients achieve their goals.
- Develop and manage complex support plans, helping clients overcome barriers in care and daily life.

- Support clients to build their capacity to manage and direct their supports, negotiate services, and make independent decisions.
- Identify and suggest innovative service delivery options that promote client choice and control.
- Assist clients strengthen their informal support networks.
- Regularly review clients' progress and adjust support plans as necessary.
- Request clarification from the NDIA where required.
- Liaise with NDIA, NDIS Quality and Safeguards Commission, and other key stakeholders as required.

1.2 Service Coordination and Stakeholder Engagement

- Coordinate the services outlined in NDIS plans, including reviewing and negotiating service agreements, managing appointments, and tracking progress towards goals.
- Coordinate services from mainstream providers such as Centrelink, GP, dentist, Medicare, DFFH, and public transport.
- Maintain clear and respectful communication with clients, carers, families, NDIA, care teams, and other stakeholders.
- Organize and attend care team meetings to collaboratively review client progress toward goals.
- Negotiate appropriate support solutions with multiple stakeholders and seek to achieve well-coordinated plan implementation.

1.3 Financial and Budget Management

- Assess the needs and coordinate support for NDIS participants and set budgets.
- Monitor and manage budgets for funded supports, making adjustments as clients' needs change.
- Ensure that all funding management activities are undertaken, and that participants are able to maximise outcomes outlined in individual plans.
- Contact providers and arrange refunds if overcharging for services is identified.

1.4 Reporting and Documentation

- Update client information with the NDIA, including submitting allied health reports and change of details.
- Keep accurate and timely notes and documentation of all interactions and activities.
- Complete forms and prepare supporting evidence for plan reviews on behalf of clients.
- Prepare and submit relevant support coordination reports to the NDIA, including implementation reports, progress updates, and end-of-plan reviews.
- Ensure all mandatory reporting is undertaken and required assessments completed within timelines and of a high quality.

1.5 Risk Management and Advocacy

- Empower clients to exercise their human rights and advocate on their behalf when needed, including assisting with complaints or feedback.
- Identify and respond to risks or barriers (including crises or complex needs) by implementing strategies to support client safety and wellbeing.
- Keep informed of the contents of the WHS system and apply it to daily work.
- Report any quality, safety incident or hazards to the relevant Manager or Supervisor.

- Ensure you are not affected by alcohol or drugs, to endanger your own or any other persons' health and safety.
- Take reasonable care for your own health and safety.

1.6 Internal Administration and Compliance

- Maintaining documentation of contacts.
- Ensuring adherence to company policies and procedures.
- Complete internal administrative tasks such as intake assessments, risk reviews, service agreements, support setups, staff briefings, and system updates.
- Stay informed about NDIS legislation changes to ensure ongoing compliance.
- Identifying potential improvements to the existing services and processes.
- Evaluating and prioritising marketing opportunities.

2. Teamwork

- 2.1 Work as a member of CCSSC's team and carry out your duties in a manner that reflects the mission and values of CCSSC.
- 2.2 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 2.3 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.
- 2.4 Actively contribute to the establishment and maintenance of constructive relationships within the organisation.

3. Continuous Improvement/Quality Management

- 3.1 Ensure compliance with CCSSC's policies and procedures
- 3.2 Support a culture of continuous improvement and program evaluation.
- 3.3 Contribute to the success of CCSSC as a leading aged care and welfare service provider

4. Health and Safety

- 4.1 Adhere to Health and Safety regulations, policies and procedures
- 4.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers
- 4.3 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and reports any breakdown or requirements to Maintenance team
- 4.4 Demonstrate awareness of health and safety law and safe manual handling as relevant to position
- 4.5 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate
- 4.6 Participate in training and education sessions regarding occupational health and safety.
- 4.7 In the event of accidents or incidents that involve staff, consumers or volunteers, accurately complete accident/incident forms as may be required and report to the management team.
- 4.8 In the event of hazard identification, complete relevant form and report to management team.
- 4.9 Immediate reporting to management team of notifiable issues e.g. key risks to the organisation.

5. Professional Responsibilities

- 5.1 Comply with all Privacy Legislation requirements and CCSSC confidentiality policy when communicating any and all information pertaining to service recipients, volunteers, staff and the operations of CCSSC.
- 5.2 Consistently exercise appropriate professional judgment in all decisions made that are related to the daily operation and the reputation and interests of CCSSC
- 5.3 Assist in the development of organisation and a positive attitude to service recipients' participation across the organisation
- 5.4 Maintain abreast of current practice and trends in quality management systems as they relate to the required accounting standards and provision of aged care services
- 5.5 Recognise the need for, and actively participate in continuing education and development.

6. Other Duties

- 6.1 To participate in and contribute to other activities of CCSSC as required
- 6.2 Perform other duties as directed by the Management team and Director of Community Services.

ESSENTIAL REQUIREMENTS

To competently perform in this position, the person should possess the following knowledge, skills and experience:

Qualification

- Tertiary qualification in Certificate III in Individual Support, Cert IV in Disability, Diploma of Community Services or Bachelor's degree in Social Work, Psychology, or Health
- Demonstrated understanding of the NDIS framework, participant plans, and support coordination functions
- Valid NDIS Worker Screening Check
- Current Working with Children Check card (Employee)
- Completion of the NDIS Worker Orientation Module
- Ability to provide 100 Points of Identification
- Current driver's licence and access to a vehicle (where required)

Skills, Knowledge & Experience

- Experience in NDIS Support Coordination, case management, or community-based services
 - Ability to support participants to implement NDIS plans, build capacity, and exercise choice and control
 - Experience coordinating services across NDIS-funded and mainstream systems
 - Strong communication, organisation, documentation, and stakeholder engagement skills
 - Understanding of and compliance with the NDIS Code of Conduct and NDIS Practice Standards
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PHYSICAL REQUIREMENTS

| Requirement | Frequency | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------|--------------------------|
| | Infrequent 0% to 25% | Frequent 25% - 75% | Continuous 75% - 100% |
| Whole body and lower limb movement | | | |
| Standing and walking | | X | |
| Sitting at desk <i>Carrying out documentation or administration requirements</i> | | | X |
| Climbing <i>Ascending or descending stairs or ladders</i> | X | | |
| Bending and Crouching <i>Bending at waist level, crouching to floor level</i> | X | | |
| Kneeling | X | | |
| Balancing | | X | |
| Upper body and upper limb movement | | | |
| Reaching, stretching and twisting (forward, side and above) <i>Reaching in all directions and ability to twist at the waist</i> | X | | |
| Grasping/Finger Movement <i>Pinching, picking and typing to hold onto objects</i> | | | X |
| Repetitive Motions <i>E.g., typing</i> | | | X |
| Sensory | | | |
| Hearing and speaking <i>Maintaining hearing acuity, understanding and interpreting conversations at a distance of up to 1 meter</i> | | | X |
| Visual Perception <i>Maintaining 20/40 vision (using correction if required), seeing and recognising objects, reading documents, discriminating between colours, determining depth perception.</i> | | | X |
| Smell <i>Distinguishing odours and identifying hazards</i> | | X | |
| Handling and Feeling <i>E.g., finger dexterity, hand-eye coordination, full hand and wrist movement, perceiving attributes of objects or care recipients by touching</i> | | | X |