



NDIS ENGAGEMENT COORDINATOR

Service Innovation

Job Title:	NDIS Engagement Coordinator
Department:	Service Innovation
Reports to:	Practice Leader Services Innovation
Position Purpose:	Undertake a mixed portfolio to ensure service recipients: <ul style="list-style-type: none">• Pursue their goals, objectives and aspirations• Increase their independence• Increase social and economic participation, and build their capacity to actively take part in the community.
Responsible For:	Engaging with People with MS for pre-planning, coordination of NDIS plans for participants purchasing Support Coordination
Key Challenges:	The ability to work within a competitive and complex environment, remain focused on progressing the participants plan within prescribed hours and support description. Work in partnership with participants to enhance their capacity and networks to be more active in making decisions about their life.
Key Result Areas:	<ul style="list-style-type: none">◦ First contact and engagement◦ Relationship management◦ Administration◦ Values

A. ORGANISATION DIMENSIONS

EXECUTIVE MANAGER, MISSION SERVICES

TEAM LEADER, SERVICES INNOVATION

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Version: 2.1	Business Unit: Commercial Development



Position Dimensions:	
Budget:	
Staff Numbers:	n/a
Geographical Spread/Breadth:	Coverage across defined area within Victoria.
Other:	Ability to undertake travel
Mandatory Training Requirements:	

B. JOB REQUIREMENTS

Key Result Area 1	Organisational Support (Key Tasks/Responsibilities)
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none">Proactive engagement including call outs to PwMS to discuss NDIS and engage in pre-planning discussions to prepare for NDISManage portfolio of service recipient and assist other team members as neededSupporting service recipient to understand their NDIS plan, goals objectives and use of NDIS portal for deliveryMaintain a continuous improvement culture & be efficient in the delivery of our business strategies.	<ul style="list-style-type: none">Supports and services are delivered in an accurate and timely manner; service recipients are actively contributing to decisions, are kept up to date and assisted to resolve any issues.Case load reflect required numbers and any changes are reported and rectified in a timely manner.High quality in electronic file management and electronic file entries is maintained and available for useService recipient has early support and preventative strategies identified as evidenced by changes

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<ul style="list-style-type: none"> • Assist service recipient to strengthen their capacity to establish networks, maintain support services, linkages and relationships • Assist service recipients to converse/communicate with NDIA when required to support their own plan requirements. • Application of NDIS quality and safeguarding framework principles to ensure high quality supports are delivered 	<p>recommended to plans and/or cessation of support coordinator management within their plan.</p>
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<p>Key Result Area 2</p>	<p>Relationship Management</p>	
<p>Key Tasks:</p>	<p>Job holder is successful when:</p>	
<ul style="list-style-type: none"> • Build service recipient capacity to manage own package including understanding the role of service providers, funding and budget application and choice and control • Work with external service providers and suppliers to ensure maximum value for money achieved. • Implement strategies to ensure seamless communication across the organisation. • Provide proactive and effective customer communication and build relationships and capacity with providers, NDIS agency staff and service recipient/families • Manage any conflict of interest internally or externally with participant and other service areas 	<ul style="list-style-type: none"> • A participant working relationship is fostered and beneficial individual outcomes are achieved and success indicators reported • Establish and foster effective working relationships with external organisations, Local Area Co-ordinator (LAC), National Disability Insurance scheme (NDIS) planner, and other relevant providers to achieve optimal outcomes for service recipient • Contributing to team effectiveness, as observed by peers and managers • Shares knowledge formally and informally with team members and others • Service recipient has a support network delivering on goals and agreed outcomes 	

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	<ul style="list-style-type: none"> • Uses available policy and procedure documents and NDIS quality and framework principles in making decisions and managing relationships
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Key Result Area 3	Administration	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> • To strive for solutions that proactively manage the balance between participant /service risks and maximising service recipient outcomes • Full compliance with national disability standards as per MSL framework hosted on the intranet • Documentation, reporting and communication of key information is maintained; • Service provision is billed in a timely manner to ensure revenue flow achieves budget. • Case notes are completed in a timely manner using the SOAP method (training provided) • Actively participates in ‘Performance Review’ discussions throughout the year. • Participate in organisational quality processes and lean programs 	<ul style="list-style-type: none"> • Revenue targets are met to achieve budget; hours provided are captured appropriately • Support needs, reports, outcome documentation and plan reviews are scheduled and completed in a professional and timely manner • Audits show compliance with expected standards and requirements • Responsibility is taken to manage work load. Staff use MSL client data management system reports and other tools to ensure timely delivery of their own service and demonstrate ability to prioritise tasks • Ensure effective decision making to minimize business risk. • Documented performance review and plan. • Staff are engaged in quality and lean activities 	

C. PURPOSE AND VALUES REQUIREMENTS

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Key Result Area 4	Values, Culture, Behaviours
<ul style="list-style-type: none"> Actively support MS' purpose, value, service promise and strategic vision. Operate in line with MS' policies, procedure and practices. Promote and work within MS' customer service delivery principles. Positively and constructively represent the organisation to external contacts at all opportunities. Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour always. Actively demonstrate and embed into every day work the MS Service Promise & Foundation Behaviours. Ensure the health, safety and welfare of self, co-workers and others. Follow all reasonable directions given by the organisation. Support, promote and show sensitivity to diversity in the work place. 	<p>Job Holder is successful when:</p> <ul style="list-style-type: none"> Values are adhered to and demonstrated in daily practice Values form an integral part of the way employees conduct their presence in the workplace. The MS Service Promise and Behaviours are demonstrated in daily practice.

MS Service Promise

First Contact – I am First Contact, a true ambassador for MS.

Think Yes – I am positive and committed to MS, its customers, people & the MS community.

Act Now – I am accountable for delivering timely and quality outcomes.

Push Ahead – I am focussed on making improvements and finding new ways to push ahead.

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D. SELECTION CRITERIA

- A minimum Cert IV in Disability / Community Services
- Demonstrated knowledge and understanding of the National Disability Insurance Scheme
- Experience in providing support and advice to people with chronic neurological conditions, including MS, or, the ability to learn quickly
- Demonstrated skill in obtaining the individual information relevant to the person's circumstances and documenting discussions in a planning format
- Demonstrated ability to network, develop effective working relationships and collaborate to achieve targeted referral and support
- Demonstrated evidence of excellent time management and organisational skills, and the ability to prioritise tasks
- Demonstrated high level written and verbal communication skills
- Computer literacy in using a range of Office computer programs
- Willingness to undertake a police check/working with children & vulnerable people check
- Relevant state/territory current drivers licence

Desirable:

- Previous experience working at a not-for-profit
- An understanding of Multiple Sclerosis and the impact it may have on an individual

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