

## Position Description

<b>Position:</b>	<b>Case Coordinator</b>
<b>Employment Status</b>	Permanent Full Time (Job share considered).
<b>Location:</b>	Position based in Hobart office with intra state travel as required.
<b>Basis of Engagement:</b>	Negotiated Contract based on Social, Community, Home Care and Disability Services Industry Award 2010 in the range of Level 4 to 5 dependent upon knowledge, skills and qualifications
<b>Responsible to:</b>	Case Coordinator Team Leader, or Program Manager or their delegate for the fulfillment of contractual obligations with ACD (Tas.) Inc.
<b>Position Objective:</b>	To, in conjunction with families/carers/guardians (where applicable), assist children and young adults with disability who are NDIS participants to help understand, implement, and assist to reach their NDIS plan goals.

### POSITION RESPONSIBILITY

The Case Coordinator is responsible for the effectiveness of their own role, with a high degree of autonomy in the implementation and achievement of objectives and performance measures with the support and supervision of the Case Coordinator Team Leader or Program Manager or their delegate in their absence. A Support Coordinator plays an integral role in supporting participants and their families to navigate the NDIS system, understand their NDIS plans and connect into the broader system of services, to implement all supports in a participant's plan, including informal, mainstream, community, and funded supports. ACD Tas is a registered provider of Support Coordination Level 2 and Level 3.

## 1. Position Responsibilities

### **Family and Person Centred Practice**

To work with a family and person centred practice approach, intervening early where possible to prevent crisis and working to improve quality of life by empowering participant, nominee/person responsible to achieve the NDIS plan goals. To work *in the best interests of the child* with disability (*Article 3 – United Nations Convention on the Rights of the Child*).

### **Needs Analysis and Ongoing Assessment of Participant's needs against their NDIS Plan**

To assess the needs of the participant and related family/carers needs. To develop an outcomes-based plan, with the person where appropriate and with their family/carer, in order to meet identified outcomes in a proactive and holistic fashion.

### **Build Capacity and Refer to Needed Services**

Help participant, person/nominee responsible to understand and implement their NDIS plan. To assist in the acquisition of and referral to services in order to meet identified goals and support needs. To build collaborative partnerships and work with organisations to gain the services required and facilitate seamless transition between services. To seek out and/or to prepare relevant documentation in support of NDIS plan progress: e.g. therapy and or specialist reports, transition, personal plans and risk assessments.

### **Service Coordination and Monitoring**

As a central point of contact for the participant, nominee/person responsible you may coordinate services involved in the person's life and monitor their quality and progress according to agreed outcomes and desired goals contained in the participants NDIS plan. To, as agreed with participant and/or nominee/person responsible regular communication with all relevant stakeholders and coordinate meetings with services as required, ensuring agreed outcomes for the participant and their family and service satisfaction.

### **Family Support**

To work with a family centred practice approach, intervening early to prevent crisis and working to improve quality of life by empowering families to overcome barriers. To provide appropriate and innovative support and service options to families that improves participation and inclusion outcomes. To work *in the best interests of the child* with disability (*Article 3 – United Nations Convention on the Rights of the Child*).

### **Individual Advocacy**

To support people with disability to exercise their rights, through one-to-one support or by the provision of information that will assist people to advocate for themselves. To assist to identify barriers that exist and inhibit the person's progress toward reaching their goals. To address and remove these barriers where serious contention is not evident. To refer to an Advocate where serious contention is evident.

### **Family Advocacy**

To work alongside parents and family members to enable them to act as advocates with and on behalf of a family member with disability. To ensure that the rights and interests of the person with disability are upheld at all times. To assist to identify barriers that exist that inhibit a family's progress toward reaching their goals for their family member with disability. To address and remove these barriers where serious contention is not evident. To refer to an Advocate where serious contention is evident.

### **Systemic Advocacy**

To identify issues requiring community development and/or systemic advocacy and follow up at the discretion of the Chief Executive Officer.

To maintain knowledge and awareness of the Association's position in order to publicly represent the views of the Association on committees and/or at forums/conferences, in written responses to public consultations and in meetings with government representatives as directed by the Chief Executive Officer.

## **Collaboration**

Where families and people with disability interact with a number of agencies and services, to bring together and coordinate a collaborative team in order to gain agreement to meet a person or family/carers needs, ensure team work toward agreed outcomes, and to remove presenting barriers and issues.

### **ACD Team member standards of practice:**

- Respect and Listen to the Parent and Carer of the child with disability as the holder of expert knowledge in this person's life.
- Support ACD (Tas.) Inc. in achieving its Mission, Vision and Objectives.
- Maintain knowledge and understanding of and adhere to ACD policies and procedures.
- Establish and maintain a noticeable ACD presence within the community and disability sectors.
- Attend relevant professional development activities with approval from the Chief Executive Officer.
- Share expertise, knowledge and innovations across the ACD team.
- Use evidence-based practice to support decision making.
- Attend Individual meetings, performance reviews and staff meetings as required by the Chief Executive Officer.
- Encourage membership of the Association.
- Maintain records in regular communication with participants and their families as required.
- Work on behalf of Participants and/or their families/carers in accordance with policy and procedures approved by the Chief Executive Officer and ACD Board of Management and within the NDIS Framework.
- Liaise with the Chief Executive Officer and relevant staff regarding the publication of written resources to meet the information needs of Families/Carers and Participants.
- Provide information, options, referral and representation to Participant's and families/carers as appropriate, to facilitate positive and wanted outcomes and informed decision making.

### **Administrative duties will include:**

- Collate required statistics and prepare periodical reports as required by the NDIS and/or Chief Executive Officer
- Report on plan/goal progress as required by the National Disability Insurance Agency
- Ensure written consent and agreement to receive ACD services is provided by Participants and/or their Families/Carers
- Maintain accurate records of contact with Participants and their families/carers for NDIS reimbursement and payroll purposes and send to the ACD each fortnight
- Maintain a Family Support Action Plan for each Participant and send to ACD each fortnight along with payroll record of contact

## **2. Essential Personal Qualities**

- Understanding of and a commitment to address the needs and issues of children and young adults with disability and their families/carers.
- Understanding of disability related issues and services and systems that support children and young adults with disability and their families.
- A high level of energy and self-motivation.
- An ability to use initiative and innovation in problem solving.
- A demonstrated commitment to working as and forming teams within a collaborative and consultative framework.
- A demonstrated commitment to understanding and promoting the rights of people with disability and their families.
- To be available to work occasional evenings and weekends and to undertake occasional travel.

## **3. Essential Skills, Knowledge & Qualifications**

- Appropriate tertiary qualification and/or proven experience in relevant disciplines.
- An ability to work autonomously with demonstrated ability to exercise high levels of integrity, discretion and professional judgment.
- An ability to ensure and build individual knowledge of information that supports the rights of people with disability and their families.
- A knowledge of services available in the community and disability sectors and an understanding of and ability to work within the relevant legislative requirements.
- High level ability and skill in communication and negotiation.
- A high level of interpersonal skill in working with families and people with disability with the greatest respect and regard.
- Proven coordination, organisational, facilitation and human resource management skills.
- Proven ability to function effectively and professionally both within a team and in isolation.
- Sound level of computer literacy and the ability to accurately document time spent on all activities.
- Current driver's license.
- Working with vulnerable people (children) registration.

## 5. Authorities and Delegations

The position is ultimately responsible to the Chief Executive Officer or their delegated officer, ACD (Tas.) Inc. The incumbent is required to discharge the duties and responsibilities of the position in accordance with the terms of this Position Description, policies, delegations and performance agreements established by ACD.

## 6. Review

This position description is subject to review after an initial six months of employment and thereafter at least on an annual basis, in conjunction with a performance review for the office-holder, or on the occasion of any substantial change to any external referenced document, including relevant strategic plans.

<h3>SELECTION CRITERIA</h3>
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1. Tertiary qualifications, or working toward, in a relevant discipline, Disability and/or Humanities and/or proven experience in Case Management or Management in the community sector.
2. Understanding of and commitment to the needs of children and young adults with disability and awareness of issues that affect families, carers or guardians.
3. Ability to work autonomously, and alongside people with disability and their parents and carers, and within a team environment and cultivate productive working relationships.
4. Demonstrated ability to exercise high levels of discretion and professional judgment.
5. Able to effectively work under pressure and meet deadlines.
6. A high level of oral and written communication skills and ability to confidently negotiate client outcomes.
7. A sound level of computer literacy.
8. Current driver's license.
9. Working with Vulnerable People (Children) registration.