

*Private and Confidential*

## Support Coordinator (NDIS)

## The Organisation

LiveBetter Community Services is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of disability, aged, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers, seeking to meet their needs and preferences. We also assist community members with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill] and Translinc [Central West NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is in excess of \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter has around 1,700 staff and 300 volunteers operating homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

LiveBetter is positioned as one of the largest regionally-based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

## Our Purpose: Enabling people in regional Australia to live their best lives

### Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	<b>Support Coordinator (NDIS)</b>
<b>Location:</b>	Wagga Wagga
<b>Job Type:</b>	Permanent Full Time
<b>Reports to:</b>	Team Leader, Support Coordination
<b>Direct reports:</b>	None

## Service Description

LiveBetter as a registered National Disability Insurance Scheme (NDIS) provider delivers a range of flexible support services which promote independence while assisting people with a disability to lead their best life possible and achieve their life goals. The NDIS Support Coordinators form part of LiveBetter's Business Support Unit.

## Key Position Responsibilities

The Support Coordinator (NDIS) performs a vital role in supporting participants to manage their NDIS plans and exercise choice and control over the support they receive. Some key accountabilities of the role include:

- Empowering NDIS participants to understand, implement and review their NDIS plans.
- Facilitate NDIS participants, nominees and/or persons responsible to build capacity to manage their own. NDIS plans and exercise choice and control over the supports received to assist the participant to achieve long term and short terms goals.
- Build and maintain relationships with a range of internal and external stakeholders in order to secure suitable support for individuals living with a disability.
- Assist with plan reviews, develop reports and arrange quotes with service providers within timeframes.
- Work with participants and providers, negotiating, reviewing and monitoring services.
- Develop and maintain relationships with NDIS participants, nominees, families, providers, clinicians and government agencies.
- Be flexible and willing to work within our other programs and with other target groups as the need arises.

## Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk management activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

## Person Specification

### Essential

- Understanding of relevant legislation and regulations including Disability Inclusion Act, NDIS Act, Ombudsman's Act, Disability Service Standards and Third-Party Verification, Home Care Standards 2013, NDIS Operational Guidelines, and WHS Act 2012.
- Knowledge and understanding of the National Disability Insurance Scheme.
- Previous experience in the disability services sector, working with NDIS participants with complex needs.
- Ability to develop, negotiate and maintain partnerships with community organisations.
- Previous experience working within a budget.
- Knowledge of Indigenous and/or multi-cultural issues.
- Demonstrated ability to advocate on behalf of Participants.
- Demonstrated ability to interpret and write reports.
- Ability to develop presentations and promote services in a variety of settings.
- Demonstrated computer literacy – e.g. Internet, Microsoft, Excel, and Corporate Systems.
- Demonstrated ability to work independently and as part of a team.
- Current drivers Licence and willingness to travel when required.

### Desirable

- Qualification in Social Work (including current membership with Australian Association of Social Workers).

### Other requirements

1. Pass a National Criminal History Check, Working with Children Check and a pre-employment Health and Wellbeing Assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

## Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			