

JobCo. Employment Services Inc.

POSITION DESCRIPTION

Title:

NDIS Mentor

Accountability:

Reports to NDIS Area Business Manager

Program Description:

The National Disability Insurance Scheme (NDIS) began rolling out across Australia on the 1st of July 2016. When fully implemented, the NDIS will provide funding to support approx. 460,000 people living with a permanent and significant disability across the Nation. The NDIS is based on principles of participant choice and control and is administered by the National Disability Insurance Agency. NDIS registered providers are funded via transactions following delivery of reasonable and necessary supports. As an NDIS registered provider, JobCo. operates under the NDIS Quality and Safeguarding Framework, in line with the NDIS Terms of Business.

Purpose of Position:

The NDIS Mentor is responsible for delivering professional, billable services to NDIS participants.

Duties are highly flexible and varied as they are based on the needs of the individual participant and the local NDIS business. The role may include delivering support coordination services, one on one core or capacity building supports and the facilitation of social or educational group activities.

Where the NDIS Mentor has specialist expertise (due to experience, qualification, or attributes) such as CALD, Indigenous, Humanitarian, LGBTI, history of MHI, Carer, Youth / Disability / AOD / Social Work / employment support etc. they will support the professional education of the team with reference to their specialist expertise.

Duties:

- Deliver NDIS services to a financially viable caseload of NDIS participants, in line with their individual goals and support needs. JobCo. specialises in providing support to clients with a Psychosocial disability and the NDIS Area Business Manager will determine what is an appropriate caseload. Caseloads will vary dependant on client support needs (between 5 – 35 clients).
- Assist participants to analyse their NDIS plans and develop meaningful strategies that work towards achievement of their individual goals, including increased social and community participation, individual skill development, providing support to access a range of appropriate services (referrals) and advocacy.
- Develop Service Agreements, maintain accurate client profiles in JobCo's NDIS client management system and complete any required reporting within defined timeframes.

- Maintain accurate, clear and concise journals (case notes) and activities (service sessions), reporting on services delivered and completing all processes in accordance with program requirements to enable accurate and timely claiming.
- Engage participants and develop trusting and professional relationships that respect each individual's right to dignity, privacy and independence.
- Assist in the development and implementation of group activities that are relevant to participants' needs e.g. social engagement, peer / mutual support, psycho-education and life skills acquisition. The NDIS Area Business Manager will approve or request appropriate groups to be run.
- Complete risk assessments when appropriate including; Suicide Risk Assessments, Home Visit Risk Assessments and Risk to Others Risk Assessments, in line with JobCo. policies and procedures.
- Attend staff meetings, team planning meetings and performance reviews with the NDIS Area Business Manager or Senior NDIS Mentor.
- Ensure confidentiality of information/privacy and dignity of consumers in accordance with JobCo.'s internal policies and government requirements.
- Promote a team culture where the views and preferences of diverse participants' wellbeing are recognised, understood, valued and respected.
- Work within family and carer sensitive frameworks.
- Develop productive, collaborative and professional relationships with other service providers including NDIS planners, LACs and other NDIS providers.
- Support colleagues and the organisation to build a professional framework of sustainable service delivery.
- Engage in external supervision and staff training as required.
- To promote the dignity, independence and rights of each client and abide by the Disability Discrimination Act, the Fair Work Act, Equal Opportunity Legislation, Child Safe Standards, NDIS Quality and Safeguarding Framework, National Standards for Disability Services and other relevant legislation.

Key Selection Criteria:

- Certificate IV or above (or be working towards the completion of) in an appropriate field such as disability support, psychology, mental health, social work, youth work, community services, occupational therapy or other related Allied Health field
- Capacity to work in a competitive funding environment
- Demonstrated experience in and ability to provide disability supports - ability to coordinate services working within a case management or care coordination framework – ideally within the mental health field
- Strong preference for excellent quality service provision
- Demonstrated ability to build and develop networks, service partnerships and collaborations.

- Participant recovery focus – demonstrated understanding of and a belief in participant – focused, strength based, trauma informed and recovery orientated models of service
- Ability to be flexible, to work autonomously and contribute to a professional team environment
- Self-management and self-awareness, communication, organisational and interpersonal skills.

KPIs

- Maintain a minimum of 85% billable activity across caseload of participants per month
 - This KPI is highly weighted when determining performance
- Achieve 100% compliance in monthly file audits as per program requirements, including; SupportAbility, the NDIS portal and Support Coordination funding breakdown (when appropriate)
- Respond to all requests for information from clients, JobCo. Management, the NDIS or LACs within 2 working days
- Minimum averaged rating of 4 out of 5 on the client feedback survey to be conducted every 6 months
- All activities signed off within appropriate time frames
 - Face to face = upon service delivery
 - Non face to face = within 4 weeks of service delivery
- Operate within JobCo and program Policies and Procedures at all times

Please note that staff are expected and required to achieve KPIs and this will be monitored on an ongoing basis.

Other requirements:

- A current Victorian Drivers Licence
- A willingness to learn and be involved in professional and personal development
- A current Working with Children Check and Police Check prior to a letter of offer being made. (Where the applicant has lived overseas in the last 10 years, an international Police Check is required.)
- A willingness to undergo a Disability Worker Exclusion Scheme clearance check
- Agreement to work within the NDIS Quality and Safeguarding framework

Salary and Conditions:

- In accordance with the Labour market Assistance Industry Award 2010, dependent upon qualifications and experience. Salary Packaging may be available.

Applications to:

JobCo. Employment Services Inc
366 Nicholson Street
Fitzroy 3065
Ph: 9415 6088
Email: ndis@jobco.com.au

To be signed on acceptance of employment.

I, _____ have read, understand and agree to carry out
(Employee's Name)
the above listed duties.

Signed: _____ Date: _____

Witnessed by: _____
(Manager's Name)

Signed: _____ Date: _____

All applicants MUST address the key selection criteria.