

# Position Description



## Organisation Context

Auburn Diversity Services Inc. (ADSi) is a community based, non-profit organisation established to promote the principles of multiculturalism, access, equity and social justice. It is committed for developing strategies which address the needs of all Australians, especially special needs groups such as refugees, women, youth, children, families, the elderly, the unemployed, the homeless and people with a disability.

ADSi designs and delivers services that aim to build capacity and improve outcomes for disadvantaged people and families. For more information of ADSi, please visit [www.adsi.org.au](http://www.adsi.org.au)

## Position Details

<b>Job Reference:</b>	<b>SCC</b>	<b>Version:</b>	<b>2</b>
<b>Position Title:</b>	Support Coordination Caseworker		
<b>Award Classification:</b>	SCHADS Level 4	<b>Employment Conditions:</b>	As per Contract

## Relationships

<b>Accountable to:</b>	ADSi Board of Directors through the CEO
<b>Reporting to:</b>	Community Services Manager
<b>Direct Reports:</b>	Varies, disability support workers, carers, students and volunteers

## Essential Selection Criteria

1	Tertiary qualifications in Social Science / Social Work / Community Services, or equivalent work experience within a community organisation
2	Knowledge of current models for aged care/disability services, e.g. CHSP, HCP and NDIS
3	Ability to interpret services, negotiate with clients and implement individual plans
4	Demonstrated case management experience, preferably on an electronic platform
5	Sound time management skills to prioritise workload in a busy and changing environment
6	Proven skills to keep records and report timely and accurately
7	High English proficiency, both verbal and written
8	Intermediate computer skills, including Microsoft Office and Internet use
9	Current NSW Working with Children Check (Paid Worker) Clearance
10	Current National Police Check (Paid Worker) Clearance

<b>Desirable Selection Criteria</b>	
1	Full NSW Driver's license
2	Current First Aid Certificate
3	Ability to speak a second community language other than English
4	Experience working in a culturally and linguistically diverse (CALD) environment

<b>Primary Roles</b>	<b>Incumbent Initial</b>
Provide support coordination under the National Disability Insurance Scheme (NDIS), case management under the Home Care Packages (HCP), and individual social support under the Commonwealth Home Support Program (CHSP)	
Responsible for quality planning, recording and administrative support to the Community Services Manager, disability support workers and carers	

<b>Position Specific Duties</b>	<b>Incumbent Initial</b>
Provide NDIS support coordination and involve in negotiations with clients, planning for support workers, and liaison with other service provider	
Provide HCP case management services and involve in planning for carers	
Design, organise and implement individual social support directly benefiting eligible CHSP clients, and assist with other ADSi events when necessary or as required	
Maintain accurate records timely in the case management system and provide progress reports and annual reports, strictly adhere to the ADSi Standards and/or P&P	
Meeting all key performance indicators (KPI) set up in the Work Plan at all times, including both quantitative and qualitative measures	
Follow directions from the Management regarding service improvements within the organisation, which may include additional duties from time to time	
Work collaboratively with the Finance Officer to complete monthly payment claims	
Work collaboratively with other ADSi staff, government and/or non-government agencies to meet special and/or ad hoc needs of settlement services clients	
Raise awareness on issues affecting elderly people or people with disabilities through consultations and information sessions	
Attend interagency meetings / forums when necessary or as required	
Other duties that commensurate with the functions and roles of the position	

<b>Position Specific Focus</b>		<b>Incumbent Initial</b>
Service Type	Aged Care / National Disability Insurance Scheme (NDIS)	
Cultural Group	All	
Age/Gender Group	All	
Service Focus	Support Coordination / Case Management / Individual Social Support	

<b>General Duties for All ADSi Employees</b>	<b>Incumbent Initial</b>
Adhere to ADSi mission, vision and values	
Adhere to the ADSi Policies & Procedures, relevant service principles and service standards	
Maintain client and organisational privacy and confidentiality	
Attend regular supervision and staff meetings	
Attend relevant training and professional development	
Maintain appropriate records and statistics	
Share information and resources with other ADSi staff	
Compliant with all WH&S requirements at ADSi	

<b>Declaration</b>	<b>Incumbent Initial</b>
NSW Working with Children Check (Paid Worker) clearance is mandatory for incumbent of this position <b><u>prior to</u></b> employment commencement.	
National Police Check Clearance is mandatory for incumbent of this position <b><u>prior to</u></b> employment commencement.	

**Incumbent Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Manager Signature** \_\_\_\_\_ **Date** \_\_\_\_\_