



Position Description

Role: Support Coordinator and NDIS Administration Assistant

About the Opportunity:

This is an opportunity to join a passionate not-for-profit service at the start of their transition to NDIS service delivery. You will be a part of a supportive team committed to empowering people with Down syndrome, their families and carers to achieve equality. This role is twofold with priorities flexible to meet service demands. Working with the NDIS Coordinator you will be involved in the development of new support services and the transition of current DSV services to a NDIS service delivery model. You will also work directly with NDIS participants and their families and carers as a part of a team delivering the NDIS service, Support Coordination.

Key responsibilities:

- Provide information to people with down syndrome, their families, carers and other relevant stakeholders on the NDIS and Down Syndrome Victoria's services
- Perform administrative tasks
- Support the DSV team in preparation for NDIS service delivery and area roll-out
- Assist in the development and delivery of NDIS related information services and workshops
- Perform Supports Coordination tasks in different locations, including private homes & the DSV office, such as;
 - o Support participants and nominees to understand and creatively implement their NDIS Plan
 - o Support participant to find, interview and engage service providers and supports
 - o Support the participants and nominees to build their capacity to understand, coordinate, implement and monitor supports in their NDIS Plan
 - o Strengthen the participants and nominees ability to self-direct their supports
 - o Support to effectively and appropriately engage in conflict resolution and crisis management
 - o Monitor and record participant progress and support hours
 - o Support participant and their nominee to monitor, review and alter supports and services

Down Syndrome Association of Victoria Inc.

18/71 Victoria Crescent Abbotsford VIC 3067 t: (03) 9486 9600 f: 03 9486 9601

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Reg No A0008787R ABN 59 901 963 154

Skills & Experience:

- A passion for promoting real choice and control for people with down syndrome
- Ability to understand and act in accordance with relevant legislation, policies & procedures
- An understanding of the issues faced by people with down syndrome and their families and an understanding of the impact of the NDIS transition
- Ability to source NDIS and disability services information
- Ability to work collaboratively and flexibly in an environment undergoing significant & at times rapid change
- Ability to recognise opportunities for process improvement and to propose and implement approved changes
- Strong ability to communicate with people through alternative communication methods and of various cultural and linguistic backgrounds
- Demonstrated experience in working with people with a disability, including supporting people with disability to develop positive relationships
- Experience supporting individuals to coordinate supports and services
- Demonstrated experience facilitating personal planning processes
- Demonstrated ability to liaise with relevant stakeholders and build positive networks
- Knowledge of support services for people with a disability including mainstream, private & informal services
- Administration/reception experience
- A professional and positive outlook and commitment to promoting the individual needs, skills, abilities and goals of people with down syndrome

Essential Criteria:

- Commitment to DSV values
- Current drivers license and a reliable fully insured vehicle
- A Working with Children Check for paid employment
- Police Check

Desirable:

- Experience providing coordination support to people with disability and their families
- Experience working with people with down syndrome
- Relevant qualifications in social welfare, disability support or related field
- Personal knowledge of the experiences of people with down syndrome

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