

POSITION DESCRIPTION

Position Title:	Aboriginal Disability Liaison Officer (Part time)
Award:	Health Professionals & Support Services Award 2020
Classification Level:	Support Services Employee Level 7-9
Date of Approval:	March 2023

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

The position is located within Mulungu Aboriginal Corporation Primary Health Care Service (Mulungu) and provides support for Aboriginal and Torres Strait Islander clients to access the NDIS and disability service providers within the community. These supports aim to improve outcomes for Aboriginal and Torres Strait Islander families who have a NDIS individual funding plan and assisting them in creating an NDIS plan to suit their goals and aspirations.

Mulungu is an Aboriginal Community Controlled organisation focused on providing holistic services to improve health and wellbeing outcomes for Aboriginal and Torres Strait Islander people.

2. Purpose of the Position

The purpose of the position is to identify and engage with A&TSI people with disability and their representatives. Collaborate with internal and external stakeholders to help participants who require additional assistance to access the NDIS and use their plan.

The NDIS Engagement Officer will work with people to:

- connect them to NDIS resources.
- support and information in their community
- help families build knowledge, skills and confidence related to NDIS.
- and guide them through the access and planning processes for the NDIS.

The position will work closely with the Local Area Coordinator to connect and build informal and natural supports, provide assistance with the NDIS planning process and plan implementation.

3. Organisational Structure and Reporting Relationships

The position of Aboriginal Disability Officer reports to the Care Coordinator (ITC).

Refer to the organisational chart for details of where the position is located within the wider structure.

4. Primary Duties and Responsibilities

Activity Duties:

- Provide information about NDIS to families, carers, community groups and community organisations.
- Help people in understanding the process to access NDIS.
- Assist with access to community supports, referral services and community events.
- Help to create networks in the community for people with a disability.
- Assist children and young people with a disability and their families and carers prepare for the transition to the NDIS.
- Assist with plan development.
- Providing assistance to potential participants on the NDIS access process including:
 - Verbal access requests.
 - Completing the access request form.
 - Collating evidence to support and access request.
- Providing assistance to clients who want to:
 - Request a plan review.
 - Request a review of an access or planning decision.
 - Report a client critical incident, or
 - Make a complaint.
- Assisting with support plan implementation
- Assist in the coordination and facilitation of community education sessions or events related to the NDIA POSITION DESCRIPTION

Teamwork Duties:

Maintain and apply up to date knowledge of industry and position specific laws, regulations, standards and practices.

- Work as a highly independent worker, but also as an integral part of the team
- Communicate effectively and openly in the workplace.
- Complete tasks in a timely manner and meet strict deadlines.
- Participate in professional development including self-directed learning and required training.
- Demonstrate knowledge of occupational health & safety, equal employment opportunity and comply with associated organisational policies.

Reporting

- Ensure all data is completed and entered onto the client information management system and documents have been signed and agreed to.
- Documentation as required including all electronic client profiles and data action points are created.
- Provide high quality internal/external concise and timely reports.

- Participate in governance mechanisms to review program and performance, identify improvement priorities and actions, progress continuous improvement projects and establish and implement plans for program changes.

Client Servicing

- Commitment to achieve positive outcomes for NDIS clients.
- Supporting clients who wish to communicate directly with NDIS.
- Supporting clients and their families during pre-planning, planning and plan review meetings.
- Supporting clients with disability who are not eligible for NDIS, or who are exiting the NDIS, to access mainstream supports.
- Ensure all NDIS clients enquiries are responded to within required timeframes.
- Undertake a thorough screening process of prospective clients to determine their eligibility for our service.
- Develop and maintain strong links with a wide range of service providers to enable the provision of a holistic service that addresses the needs of the NDIS clients as identified in case plans.
- Participate in home visits where appropriate.
- Assist with the assessment of client needs and decisions regarding intensive support, case management and referral pathways.
- Maximise the domestic and family violence capability of Mulungu Family Services in partnership with local domestic and family violence services.
- Develop and maintain professional and ethical work practices.
- Regularly attend and participate in case consultations.
- Liaise and consult with community members and organisations with relevant resources to plan programs and undertake group work of an educational, therapeutic and supportive nature as appropriate.
- Work with client(s) and/or their representatives to understand goals and to develop a schedule of services in with the NDIS plan ensuring the clients choice and control has been reflected.
- Advocate and empower clients in relation to understanding their rights and responsibilities.
- Ensure your role support the clients both internal and external.
- Identify financial contributions clients may need to make and discuss these with them and their representatives. Ensure they are included in the Client engagement letter.
- Develop and maintain working relationships with service providers to enable shared case management, referral pathways and ongoing support for clients after exiting the Service.
- Provide support, information, solutions and education to Family Services Case Managers and individuals and/or family members and other professionals encountered in the provision of the service.

Quality Improvement

- Participate in meetings, supervision and performance reviews in accordance with organisational requirements.
- Participate in social and emotional wellbeing education and health promotion programs.
- Maintain appropriate files and case notes as per organisational policies and procedures.

- Maintain professional standards of practice in the delivery of safe client care.
- Provide mentoring support and professional development to Family Support Services case managers.
- Contribute to continuous improvement processes and participate in quality assurance activities to ensure compliance with relevant standards and safe, effective service delivery.
- Comply with contemporary Human Resource Management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment.
- Work within the bounds of approved policies and procedures and abide by the Code of Conduct of the organisation.
- Develop and maintain professional and ethical work practices.
- Maintain your professional skills and participate in professional development activities.
- Take all reasonable action to protect Mulungu assets from damage and or loss.
- Report and document any workplace accidents/incidents to your supervisor.
- Evaluate own practice by participating in performance development processes.
- Contribute to Family Support Services documentation review processes.
- Perform other duties associated with the position as directed by the Team Leader of Family Support Services.

Legend = Purple reporting, Client Servicing = Green, Red = QI, Brown – Leadership

PART B: PERSON SPECIFICATIONS

1. Qualifications

- Possession tertiary qualification equivalent to Community Services. Degree level tertiary qualifications in the social or behavioural sciences (e.g. Psychology, Social Work, Counselling) or working towards a relevant degree with significant experience to enable the person to competently perform all the requirements of the position.

2. Skills, Knowledge and Ability

- Minimum 3 years working in a Disability Services capacity.
- Experience working with Aboriginal and / or Torres Strait Islander communities and understanding of indigenous history and cultural lifestyles.
- Well-developed interpersonal skills with the ability to communicate effectively with the community, particularly Aboriginal and Torres Strait Islander families.
- Experience in solution brokering for domestic and family violence related issues to Aboriginal and Torres Strait Islander peoples.
- Familiarity with and supporting attitude toward capability building with Indigenous communities.
- Capacity to develop rapport with a wide range of diverse groups and gain their confidence and commitment.
- Sound judgment to think through complex issues and develop workable solutions to challenges.

- Demonstrated assessment, analytical and counselling skills, as well as strong communication skills (written, verbal and non-verbal).
- Demonstrated negotiation skills to sell difficult concepts and influence positive outcomes.
- Strong work ethic and be a self-starter.
- Strong people skills with excellent listening capacity.
- Ability to function in a multi-disciplinary team and ability to function independently.
- Conflict management skills; Knowledge and understanding of quality improvement processes.
- The ability to manage personal emotions and stress and to effectively deal with conflict in a calm and non-judgmental manner.
- Knowledge of or ability to acquire knowledge of issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination.

3. Standards of Practice

- Maintain professional standards of practice in the NDIS practices.
- Practice within an evidence-based framework.
- Participate in ongoing professional development of self and others.

4. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Possession of Working with Children Blue Card.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Current First Aid and CPR certificate
- Satisfactory police check

PART C: SELECTION CRITERIA

- SC 1** Certificate III Individual Support (or willing to undertake training to obtain within 12 months)
- SC 2** Well-developed interpersonal, verbal and written communication skills including the ability to communicate effectively with a wide range of stakeholders.
- SC 3** Demonstrated understanding of the National Disability Insurance Scheme and the ability to communicate this information sensitively and effectively with Aboriginal and Torres Strait Islander people.
- SC 4** Demonstrated ability to plan and organise own work, manage multiple tasks and work independently.
- SC 5** Demonstrated ability to exercise initiative, discretion, and judgement and maintain confidentiality.
- SC 6** Demonstrated typing and computer skills and knowledge of computer software programs including the Microsoft Office suite.

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Employer's Signature: _____
(Chief Executive Officer)

Date ____/____/____

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature: _____

Date ____/____/____