



## **Position Description**

**Position Title:** NDIS Information and Support Worker

**Reports to:** NDIS Manager

**Department:** NDIS team

**Position Type:** Contract till June 2020 Full Time

**Classification:** Social, Community, Home Care and Disability Services Industry  
Award 2010 Community Development Worker – Level 4.1

### **VMIAC Overview:**

VMIAC is the peak Victorian non-government organisation for people with lived experience of mental health or emotional issues. VMIAC engages in a number of activities, including information provision, peer support and self-help. VMIAC provides individual, group and systemic advocacy along with research and evaluation, education and training.

### **OUR VISION**

**A world where all mental health consumers stand proud, live a life with choices honoured, rights upheld, and these principles embedded in all aspects of society.**

#### **VMIAC Aims to achieve by:**

1. Honouring mental health consumer diversity
2. Providing advocacy for mental health consumers
3. Advancing mental health consumer workforce and leadership
4. Delivering information and training to the community
5. Enabling mental health consumer driven education and research
6. Developing strategic partnerships.

### **OUR GUIDING PRINCIPLES**

#### **VMIAC'S work is premised on the following beliefs:**

- People's experiences are respected and valued
- People are experts in their own lives
- People have a right to self determination
- People have capacity to make genuine choices, free from coercion
- People should be safe, respected, valued and informed
- People's diversity is embraced



**Working Relationships:**

<b>Internal</b>	<b>External</b>
NDIS Manager	Consumers and Consumer Groups
NDIS Education	Rural Mental Health Services – Clinical and Community
NDIS Appeals Team	Department of Health and Human Services
Team VMIAC	NDIS

**Principle Objective:**

The principle objective of this role is to respond to enquiries to VMIAC’s NDIS Help Desk, triaging calls for the NDIS Appeals Team and providing one on support and self-advocacy coaching to individuals who contact VMIAC requiring assistance with various aspects of the NDIS.

**VMIAC's Project Activity:**

The NDIS Information and Support Worker is part of a larger NDIS Team that includes NDIS Appeals Advocates and NDIS Educators who are supporting consumers to build their knowledge and understanding of the NDIS throughout the rollout and implementation of the NDIS across Victoria. Central to this is the tenet that consumers will at times need support, information, advice and advocacy with regards to their access and use of the NDIS and that this support will be provided by well-resourced and skilled VMIAC staff with a lived experience who engage and work closely with the consumer community

**Specific Responsibilities:**

**NDIS Information and Support**

- To respond quickly and in efficient manner to NDIS enquiries from consumers providing information, resources and one on coaching and support regarding matters relating to the NDIS and how to navigate the NDIS to best suit their needs;



- Meeting with and delivering one on one support and coaching on matters relating to the NDIS for consumers in rural communities on an arranged basis;
- Networking with services in rural Victoria, referring consumers to services that may be better equipped to meet their needs;
- Ensure knowledge of legislation and policy is current to ensure accurate information, resource provision and representation.

### **Help Desk Triage**

- Answering of calls and enquiries that come through the NDIS Help Desk, providing assistance and support where possible;
- Provide intake and triaging of NDIS related calls and enquiries from members of the community, assessing and categorising the urgency of calls and allocating the correct resource and response times to ensure all callers receive a timely follow up and support.

### **Administration**

- Confidentially document and record all contacts and engagements on the VMIAC database inline with record keeping requirements and with permission from the consumer.

### **Teamwork and Communication**

- Work alongside VMIAC's NDIS Educator to ensure that consumers are provided with the right resources and guidance to actively with and participate in the NDIS;
- Work collaboratively as required with other members of the NDIS team including NDIS Appeals and NDIS Education Officers, attending and contributing to scheduled meetings;
- Embrace the Code of Conduct working to create a safe, supportive and happy workplace;
- Actively contribute to Workplace Health and Safety by taking reasonable care for personal health and safety and that of others in the workplace; raising suggestions and concerns as they arise to ensure a safe work environment for employees, consumers and visitors;
- Complete tasks as assigned and requested by management.



Key Result Areas	Key Performance Indicators
NDIS Information and Support	<ul style="list-style-type: none"> <li>Develop contacts with Peer networks and Communities across rural Victoria</li> </ul>
Help Desk Triage	<ul style="list-style-type: none"> <li>Engage in a warm and professional manner to all NDIS enquiries referring consumers to appropriate internal and external supports and resources</li> </ul>
Administration	<ul style="list-style-type: none"> <li>Collect data, maintain clear case notes on all interactions with consumers and stakeholders</li> </ul>
Teamwork and Communication	Active participant in team meetings contribute to on-going development of NDIS related information

**Knowledge, Competencies and Behaviours:**

1. A lived experience of mental health issues is essential for this role;
2. Solid experience in applying Peer Work and/or Person-Centred principles in assisting and supporting consumers;
3. Sound understanding of the NDIS and National Disability Standards;
4. Ability to work independently and unsupervised when required;
5. Strong communication and interpersonal skills with ability to connect and collaborate with a diverse range of stakeholders including mental health and peer support worker, employees, external organisation and mainstream services;
6. Demonstrated experience providing one on one support, information and referral services to individuals;
7. High level of knowledge of the Mental Health System, Community networks and mainstream services;
8. Tertiary education in community services, community development or other relevant areas or an equivalent combination of experience, education or training.
9. Strong organisation skills with ability to effectively plan and prioritise to work to meet objectives;
10. Sound analytical skills with the ability to review and solve problems as they arise;
11. Intermediate skills and competence in Microsoft Office including Excel;
12. A current Victorian driver's licence, Police and Working with Children check is essential



**Equipment:**

- Use of company vehicle where necessary for business purposes.

**Special Conditions:**

- Rural and metropolitan travel is required to meet with consumers, service providers and agencies;
- Interstate travel and overnight stay outside locality may be required on occasions.