

HR	Position Description	
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Job Title	Social Worker/NDIS Coordinator
Department	Client Services
Reports To	Team Manager
Manages / Supervises	N/A

(x) New Job Description () Revised Job Description

1. PURPOSE OF THE JOB

- Support clients to identify, coordinate and implement a range of supports which allow them to participate more fully in the community. Supports may include mainstream, funded (e.g. NDIS, My Aged Care) or informal supports available from the client's network or community.

2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Provide information to clients, potential clients and members of the community about funding options, mainstream services and community supports available to improve community participation and inclusion for people with vision impairment.
- Conduct support needs and risk assessments, interpreting complex information about functional limitations, personal factors and context to understand their impacts on clients' daily lives.
- Use a person centred, strengths based approach to support clients and their representatives to identify goals and aspirations, and develop goal based plans reflecting their choice and control and anticipated outcomes.
- Liaise with health and other support providers as relevant to gather and verify information to facilitate plan development.
- Provide clients and their representatives with information, support and practical assistance to choose appropriate supports to reach their identified goals.
- To the extent required by a client, build client capacity to self-direct services and supports in the long term and to maintain effective networks with individuals, families/carers and their communities.

- Support clients and provide advocacy as required to ensure mainstream services meet their obligations (i.e. housing, education, justice, health).
- Establish and develop alliances with key health networks, government and community agencies and services.
- Initiate internal and external referrals as appropriate.
- Support clients to access funded supports, with a strong focus on the NDIS application and planning process.
- Support implementation of all supports in the NDIS plan, including informal, mainstream and community, as well as funded supports.
- Monitor and review service plans and goals in consultation with clients and their representatives on a regular basis. Provide support and assistance as appropriate to relevant parties.
- Ensure funded supports are delivered within allocated budget.
- Monitor and maintain outcome focused, accurate, up to date client records in accordance with professional standards, Guide Dogs NSW/ACT policy and procedures and relevant legislation; inclusive of formal reporting to funding bodies.

WH&S Responsibilities

- Follow Guide Dogs NSW/ACT WH&S policy, procedures and rules, and follow safe work practices.
- Report any hazards and incidents as soon as possible, whether or not someone was injured.
- Participate in WH&S consultation meetings to discuss workplace safety in the department.
- Assist in the return to work process for yourself or any work colleagues following injury.
- Participate in WH&S activities such as training, inspections, investigations, evacuation drills, WH&S meetings and risk assessments as required.
- Do not misuse or interfere with anything which is provided in the interests of workplace health and safety.

3. OTHER DUTIES & RESPONSIBILITIES:

- Other related duties as required.
- Participate in personal development opportunities.
- Keep informed on company procedures and policies.
- Conduct all activities in a manner consistent with the Workplace Behaviour Policy.

4. SUPERVISORY RESPONSIBILITIES:

- N/A.

5. KNOWLEDGE & SKILLS:

Essential

- Degree in Social Work and AASW membership (AASW Accredited Social Worker).
- Demonstrated community based experience working with people of all ages with disabilities – a minimum of 2 years.
- Demonstrated understanding of and capacity to undertake person centred, goal directed, strength based holistic assessments.
- Advanced report writing skills.
- Demonstrated effective communication and counselling skills.
- Commitment to excellence in customer service, both to internal and external stakeholders.
- Excellent planning, organising and problem solving skills.
- Effective negotiation, advocacy and conflict resolution skills to support the client in relation to access and equity to support services.
- Knowledge of funding bodies and experience developing networks with relevant agencies, particularly NDIA and My Aged Care.
- Self-directed learning orientation.
- Ability to work as part of a team and independently.
- Computer literacy skills in Microsoft applications and the Internet.
- Confirmed Working With Children Check and satisfactory National Police Check.
- Able to manage the physical demands and requirements of the job and complete the tasks and duties as stated above.

Desirable

- Case Management Certification (CMSA).

6. PHYSICAL DEMANDS OF THE ROLE:

High level of activity (90% or more of time spent performing these activities)

Activity	Description	Existing controls
Potentially dealing with a high level of customers who may have unreasonable requests or demands.	Capacity to maintain a high level of customer service and potentially manage conflict or emotional distress when dealing with difficult customers.	Manager support. If required, customer service training can be provided.
Deal with individuals who may make unreasonable demands for service or emotional support.	Capacity to maintain a high level of professional boundaries and potentially manage conflict or emotional distress when dealing with difficult people.	Manager support. Appropriate policies and procedures in place to manage conflict or grievances.
Driving in metropolitan and regional areas for long-distances and for extended periods of time.	Sustain a dynamic sitting posture while driving for up to four hours with a break every two hours.	Vehicles comply with the safety and ergonomic guidelines. Safe driving policy with scheduled breaks as required.
Sustain a sitting posture while conducting computer work.	Ability to maintain static arm, neck, shoulder and back posture and hand wrists and finger fine motor skills.	Ergonomic office equipment and assessments provided. Scheduled and mini breaks as required.
Exposure to potentially distressing situations regarding clients' life circumstances.	Capacity to maintain a high level of professional boundaries and potentially manage conflict or emotional distress when dealing with clients.	Manager support. If required, Specific training can be provided.
Over-night stays in accommodation when visiting clients in rural or remote areas. Some rural locations might require travel by plane.	Sustain a dynamic sitting posture while travelling by plane.	Accommodation and plane travel are adequately funded.

7. WORKING CONDITIONS & ENVIRONMENT

- Generally an interactive face to face environment which can be in many different physical environments ranging from private homes, public places and various means of transport.

- Open office floor plan, surrounded by your team and manager (along with other departments within Guide Dogs NSW/ACT).
- Professional environment.

Date Commenced Employment:			
Employee's Signature:		Date:	
Print Name:			
Manager's Signature:		Date:	
Print Name:			