



Wyndarra Centre Inc.

POSITION VACANT NDIS CARE CO-ORDINATOR

Wyndarra Centre Inc Smithton Tas

\$43.08 -\$49.28 per hour

Permanent part time /full time hours by negotiation

Applications close 19/8/24

Social, Community, Homecare and Disability Services

Industry award

As a Care Coordinator you will be responsible for successfully directing and coordinating all activities associated with the care of potential and existing clients. A Care Coordinator will have the best interests of the client at heart while supporting the achievement of operational goals. The care coordinator will be responsible for service enquiries, care consultations, client onboarding and reviews and care management of clients.

Key Responsibilities:

- Actively communicate with team members, clients, and family to develop sound relationships.
- Intake -the induction process including all documentation for new and renewing clients.
- Handle all new service enquiries meet and greet and follow up.
- General client care, the first point of contact and problem solver.
- Review all clients at minimum annually or more often when identified need arises and complete and communicate all required documentation during this process.
- Work well as a part of internal and external teams, communicating and advocating for participant needs.
- Training, supervising and directing new and existing support staff in care provision and being able to provide feedback effectively.
- Provide hands on assistance, guidance, feedback and observations around active care.
- Be available for the on-call phone after hours on a rotational basis.
- Run meetings and case conferences.
- Provide timely and accurate feedback to client or service enquiries.
- Follow best practice within the organisation ensuring that integrity around legislation and NDIS guidelines is maintained.

Requirements:

- Qualification in Health or allied health community services, disability, or related discipline.
- Current Working with Vulnerable People registration, current police check within 3 months or ability to obtain.
 - Current drivers' licence
 - First aid certificate

Your Benefits:

- NFP salary packaging benefits.
- A competitive salary in line with skills and experience .
- Being part of an inclusive multicultural, supportive workplace that values their employees.

Selection Criteria

- Possess disability industry (or allied health/welfare/education/mental health) experience and knowledge.
- Have the ability to identify and assess change in participants and their overall presentation and take appropriate and timely action.
- Work in a safe manner and be able to identify and report risks and take corrective actions.
- Demonstrate a high level of interpersonal and communicative skills and ability to develop strong relationships with all stakeholders.
- Demonstrate problem-solving skills to successfully identify problems, develop solutions, and implement these using a logical and systematic approach by collaborating with participants, families, and stakeholders.
- Demonstrated ability to work in a fast-paced environment with regular changes in priorities and adapt and prioritise these effectively.
- Have experience working with participants with complex support needs, inclusive of behaviours of concern, mental health.
- Demonstrated administration skills and experience in the use of Microsoft Office Programs and CRM's.

PEPARING YOUR APPLICATION

All applications must include the following:

- **A cover letter.**
- **Statement addressing the selection criteria.**
- **Current resume.**

ENQUIRIES AND APPLICATIONS

**Email: General Manager GM@wyndarra.org.au or
HR Belindaw@wyndarra.org.au**

Or post to: 43 Smith Street Smithton 7330.