

# Human Resources

## Position Description



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<b>Position Title:</b>	NDIS Employment Coach
<b>Responsible To:</b>	NDIS Employment Team Leader: BlueSky Mind Studio
<b>Location:</b>	NDIS Service Delivery Sites
<b>Hours:</b>	Full time, Part time or Casual (or as negotiated)

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### **Position Overview:**

The NDIS Employment Coach is responsible for delivering the Organisation's NDIS funded employment services, such as School Leaver Employment Supports and Finding and Keeping a Job. A key responsibility of this role is to support and mentor NDIS Participants to overcome barriers, build capacity to move onto a pathway to further education or employment through the development of individualised plans. The NDIS Employment Coach will engage Participants with a person-centred approach, and through collaboration with other stakeholders. You will deliver services in a safe and ethical manner that is compliant with the NDIS Commissions Quality Standards Framework to ensure quality services are delivered and enhance the reputation of the Organisation.

### **Personal Attributes:**

The NDIS Employment Coach must be able to communicate at the highest level and be innovative and experienced at engaging young people. You will be a mature minded individual with a high level of interpersonal communication, time management, and organisational skills. You will be able to build strong relationships with a broad range of key stakeholders. The NDIS Employment Coach will be a team player, with the ability to show initiative and professionally represent the Organisation. You must be a flexible, outcome focused individual possessing a can-do attitude.

### **Responsibilities:**

The NDIS Employment Coach is responsible for:

- Manage and support a caseload of Participants
- Developing individualised plans for NDIS Participants to overcome barriers to employment that are in line with their NDIS goals
- Delivering NDIS Employment Services and coordinating with internal and external stakeholders to ensure services meets the Participant's NDIS goals.
- Working with NDIS Participants to support them to increase work and further education readiness through capacity building.
- Reviewing Participant's progress towards overcoming barriers to further education and employment
- Building positive relationships with key stakeholders including, but not limited to, families, educators and the NDIS to create work experience and employment opportunities.
- Providing on-the-job support to Participants who undertake work experience activities or employment.
- In collaboration with the Organisations Global Services Model and Workforce Connect Hub, actively promote BlueSky Mind Studio's NDIS Services in the community.
- Creating and maintaining Participant files as per NDIS and Organisational requirements
- Providing services while maintaining alignment with the Organisation's policies and procedures
- Providing a high quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Providing regular reporting to the NDIS Program Manager and Senior Leadership team on Participant progress

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- Promoting the Organisation and maintaining a professional company image.
- Ensuring a safe working environment and ensuring compliance with NDIS Code of Conduct and WHS systems, policies and procedures.
- Participating in professional development and training as required
- Involvement and participation in Organisational meetings and functions as required
- Adhering to the requirements and standards within the Organisations Quality Management System
- Other duties as directed by the NDIS Program Manager or Chief Commercial Officer

### **Quality Standards, Regulations and Responsibilities:**

The NDIS Employment Coach is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies, Codes of Conduct and Procedures
- NDIS Code of Conduct
- NDIS Practice Standards and Quality Indicators
- National Standards for Disability Services
- Government contractual requirements and specifications
- Government authority Code of Practice and relevant Service Guarantees
- Government authority Complaints Procedures
- ISO/IEC 27001:2013 Information Security Management System
- ISO:9001 Quality Management System
- The Government authority Agreement and Guidelines
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012
- Relevant Commonwealth and State legislation
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations

### **Qualifications:**

- Certificate IV Employment Services (or equivalent) is an advantage, but not essential

### **Key Skills/Attributes:**

- Knowledge and experience delivering person-centred supports
- Demonstrated ability to build strong relationships with a broad range of key stakeholders, both internally and externally
- Highly developed time management and organisational skills
- Highly developed communication skills, both written and verbal
- Ability to provide outstanding customer service, both on the phone and face to face
- Experience working with disadvantaged Participant groups such as people with disability, young people, people from culturally and linguistically diverse backgrounds.
- Demonstrated ability maintain professional boundaries when responding appropriately to Participant and family/carers expectations
- Demonstrated ability in supporting young people into further education or employment
- An understanding of the barriers and challenges those experiencing unemployment face in returning to further education or the paid workforce
- An impeccable reputation for honesty, trustworthiness, and fiducial integrity
- Computer literate in Microsoft Office, Outlook, internet, and database systems

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### **Desirable Skills/Attributes:**

- Experience in a similar role
- Knowledge of various industries and their requirements
- Experience in the Employment Services or similar industry in a support role working with a wide range of Participants
- Working knowledge of the NDIS Practice Standards

### **Additional Requirements:**

- National Police Clearance prior to commencing employment
- Working with Children Check according to relevant state legislation
- NDIS Worker Screening Check according to relevant state legislation
- Completion of NDIS Worker Orientation Modules
- Completed COVID vaccination schedule
- First Aid Certificate preferred, but not essential
- Australian Drivers Licence required

### **Selection Criteria:**

- Advanced communication and interpersonal skills, including the ability to engage disadvantaged Participants and implement effective and holistic employment focussed strategies
- A commitment to compliance with Organisational policies and procedure
- Demonstrated ability to work collaboratively with team members, families, and other key stakeholders
- Experience in Employment Services or similar industry in a support role working with disadvantaged Participants with multiple barriers, with a focus on returning them to the workforce