



Position Vacant

NDIS Support Coordinator

Due to the expansion of our service, we are seeking to employ a professional and values-aligned person to join our supportive and friendly team in delivering the National Disability Insurance Scheme (NDIS) Support Coordination Service in MidCoast NSW.

This role will support our participants on the MidCoast of NSW, including Port Stephens, Forster, Taree, Gloucester, and surrounding areas. The role will be primarily based in a working from home environment, however there may be a requirement at times to work in a shared office. This role holds a high emphasis on community engagement and participant flexibility, therefore the ability to travel within the region is crucial. Applications will be considered from all locations.

A permanent part-time position (20-30 hours per week) is available.

Closing Date

Applications must be received **before midday** on **Monday 22nd April 2024**.

Who are we looking for?

Successful applicants for this position, will be people who:

- are friendly, kind and positive people, with a can-do attitude
- not only want to meet expectations, but want to exceed them
- are highly organised, efficient and effective
- are passionate about efficient, accurate administration and procedural compliance.

About Blue Sky Community Services

Blue Sky Community Services is a not-for-profit values-based community organisation. Our vision is to support people to thrive and to create communities where everyone belongs. Since 1975 we have been working in partnership with people and communities to achieve positive outcomes. We deliver a range of services that assist the people and communities we work with to thrive.

Our work environment is supportive and flexible, and our culture is positive and values based. We have organisational values that are lived workplace practices. At Blue Sky Community Services, we value optimism and innovation, integrity and respect, inclusion and diversity, and, connection and kindness.

We offer salary packaging, and invest in our staff's continuous learning and professional development journey.

We believe that the make-up of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to apply to work with us.

You can find out more about us, and our work, at our website at www.bluesky.org.au and by visiting our Facebook page.

Positional Criteria

1. Demonstrated ability to strongly and consistently align behaviours, attitudes and conduct with the organisation's values, culture and code of conduct.

2. Qualifications in Disability, Mental Health or Individual Support or a commitment to commence studies during the probation period or willingness to undertake studies during employment (Blue Sky will assist with course costs for qualifications required for this position).

3. You will be required to have a fully insured and registered vehicle, with Roadside Assistance, to be used for business purposes, and a current First Aid Certificate.

**If you need an adjustment to meet this criterion for travel and a vehicle, please advise us of your capabilities to travel in your application. Alternatively, you can contact the NDIS Support Services Manager to discuss further on leannelockhart@bluesky.org.au or 66511788.

4. Knowledge and experience of the NDIS Support Coordination function and why it is important in building a Participant's capacity and to the overall success of the NDIS.

5. Knowledge of relevant service providers across mainstream and other community service sectors, including mental health and disability providers.

6. Demonstrated passion for, and sound understanding of, the importance of the provision of exceptional customer service.

7. Possession of excellent customer service skills and people skills.

8. Demonstrated ability to quickly learn, master, and proficiently use, information and communication technology tools and systems, including excel spreadsheets, email inboxes, phone systems, the Microsoft suite of products; client management systems and databases, and accessing shared calendars to make appointments.

9. Demonstrated capability, and willingness, to promote the NDIS in a positive manner, and to communicate its goals, activities, processes, and functions correctly and confidently.

10. Demonstrated capability, and willingness, to achieve key performance indicators within a high volume environment to required timeframes.

11. Demonstrated effective, efficient, and productive working skills, including very good time management, prioritisation, organisational, administrative, record keeping and writing skills.

How to apply

To apply for this position, applicants must:

- complete the Application Form (downloadable from our website); applications that are received without a completed application form will not be considered
- email the completed Application Form and a current resume to recruitment@bluesky.org.au.

In responding to the criteria, applicants need to demonstrate how they fulfil the criteria of the position. Please note that applications that are received after the closing time will not be considered.

We want you to bring your best self to this application process. At Blue Sky, we are committed to supporting adjustments throughout the recruitment and selection process to ensure candidates can participate in the application, interview and assessment phases of the recruitment process. If you feel you may require an adjustment during the recruitment process, please contact our Inclusive Communities Manager on melaniejacobs@bluesky.org.au or (02) 66 511788 to discuss.

Our Recruitment Process

Stage One: Application Assessment Stage

- All applications are assessed against the criteria.
- Applications that are not complete, or that do not satisfactorily address the criteria will not be considered for interview.
- Shortlisted applicants will be asked to proceed to the interview stage of the recruitment process.
- Applicants who are not selected to progress to the interview stage will be advised by email.

Stage Two: Interview Stage

- Applicants who are selected to progress to the interview stage will be contacted to arrange an interview date, time and location.
- At the interview, applicants will be asked questions to determine whether they are able to perform to a high standard within the role and to determine whether they are a good fit for the position, the organisation and our values.

Stage Three: Further Information Gathering Stage

- Following the interview applicants may be asked to complete online psychometric testing, to further determine suitability for the position.
- Following the interview, the organisation may contact the applicant's referees to further determine suitability for the position.
- Applicants may also be requested to attend a second interview.

Stage Four: Employment Stage

- Successful applicants will be contacted by the organisation to discuss employment possibilities.
- Unsuccessful applicants will be advised via email.
- Unfortunately, due to the volume of people who apply for our positions and want to work with us, we are unable to provide individual feedback to our applicants.