Position Description

Position Title:	Care Manager and NDIS Support Coordinator
Reports to:	Director – Community Interlink
Department:	Community Interlink
Directorate:	Clinical Operations
Cost centre:	J7052
Code & classification:	Community Development Worker Class 2A, Years 7 – 11 (Xv16 – ON14)
Employment conditions:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2026 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

Community Interlink provides access to support services for frail older people, people with disabilities and their carers. Funding is received from both State and Commonwealth Governments through Support at Home Packages (SAH), Commonwealth Home Support Program (CHSP), the National Disability Insurance Agency. This funding is used to provide in home supports for consumers to maintain safety, choice, dignity and independence in their home for as long as possible.

This position is a key role within the Community Interlink team supporting Aged Care recipients and providing Support Coordination to NDIS participants. The role reports to the Community Interlink Program Manager.

This position will support several NDIS and Aged Care consumers. The role is to work with the consumer and their family members to understand how they can be supported through the utilization of allocated funds. This is achieved through a process of assessment and interaction with the person to identify where they require support and how their funds can be used within the program guidelines.

The following are a major part of this role:

- Regular monitoring and review
- Reporting and administration requirements
- Risk evaluation and mitigation
- Assessment and referral
- Planning and establishing goals
- Implementation of Care Plans
- Quality review of services and providers
- Screening and Intake
- Adherence to and monitoring of consumer budgets
- Communication with peers and consumers

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Operating with responsibility and accountability, in accordance with the Department of Health funding guidelines, Strengthened Aged Care Quality Standards, NDIS practice standards, Community Interlink Staff manual and relevant Codes of Conduct
- Supporting both current and new Aged Care funded care recipients and NDIS participants to understand and utilize their funding to maintain safety and independence in their homes, as per the funding guidelines
- Developing Care Plans using assessment tools and collaboration with the person and their selected representatives to create consumer goals
- Liaison with clients and/or their carers, in a culturally sensitive and responsive manner
- Co-working and providing daily support to the Community Interlink Team
- Support consumers to understand how their funds can be used through clear communication and provision of information
- Monitoring client services to ensure they are linked to the consumers care plan and are sustainable.
- Helping consumers to understand their consumer statements
- Assist NDIS participants to engage with services that align with their participant plan goals
- Perform regular client assessments to identify areas of potential risk to the consumer and where services are required to assist.
- Monitor the progress of clients against their goals and identify when care needs change including when client deterioration occurs.
- Provide administrative functions necessary to support best practice in the delivery of services that comply with the Community Interlink Staff Manual, SAH Guidelines and NDIS Guidelines.
- To negotiate the access to appropriate services and to monitor the quality of the services engaged
- Advocate on behalf of individuals in support of their rights and to ensure that individuals are aware of advocacy agencies that they may be able to access.
- Demonstrate a trauma aware and healing informed approach in provision of care and services
- Ensure appropriate negotiation and clarification of roles and responsibilities of all involved in working with an individual and their primary carer/s.
- Provide a premium service to internal and external stakeholders that reflects best practice and adds value to GV Health and partner agencies
- Participate in service quality initiatives and identify areas for continuous improvement including but not limited to audits, supervision and team meetings

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- A post-secondary qualification in Community Work or a related and relevant post-secondary qualification from a post-secondary educational institution.

Essential:

- Current Drivers licence.
- A Tertiary qualification in an appropriate Health and/or Human Services field, or extensive, relevant experience.

- Sound experience of the knowledge and skills required in working with frail older people, people with disabilities and their carers.
- Well-developed interpersonal and communication skills, including the ability to initiate and maintain contacts with a broad range of service providers and community agencies.
- A sensitive approach to working with individuals and focus on capacity building, planning and financial monitoring skills
- Ability to work as part of a multi-disciplinary team.
- Ability to work independently and exercise informed judgement and problem-solving skills.
- Experience working within a community setting.
- Competent computer and record keeping skills
- Evidence of full immunisation against COVID-19 and Influenza where mandated
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Provide a NDIS worker screening check prior to commencement

Desirable:

- Ability to negotiate access to appropriate services
- Case Management skills or experience
- An understanding of the brokerage model of service delivery and contract management

---

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Development and maintenance of collaborative relationships with all other teams and professionals;
- Promotion and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Management of clients as directed by Community Interlink Program Manager. Ensure their information is up to date as per the Staff Manual
- Administer client budgets efficiently and within the guidelines
- Meet obligations to clients and participate in client file audits and quality improvement activities
- Attendance and active participation at relevant meetings as directed
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the supervision and Performance Development Review Process

---

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;

- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Clinical Operations	**Care Manager and NDIS Coordinator**
Reviewed by:	Director – Community Interlink
Issue Date:	November 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: Values and Vision - GV Health

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: Strategic Plan 2024-2026 - GV Health

FOR MORE INFORMATION

Application tips: Application Tips - GV Health
GV Health: https://www.gvhealth.org.au/about/
Child Safety and Wellbeing: Child Safety and Wellbeing - GV Health
Living in Goulburn Valley: Goulburn | Regional Living Victoria
GV Community Connector: Community Connector Program for Businesses