

Position Description

Created: April 2019

Position Title:	Younger Onset Dementia (YOD) Support Coordinator
EFT:	various
Department:	Client Services
Location:	Based in the region you are supporting

Position reports to: Team Leader, Client Services

Position supervises: NA

Purpose of Position:

The Younger Onset Dementia (YOD) Support Coordinator will provide dementia specialist support to assist people living with younger onset dementia, aged under 65 years, to access and interface with the National Disability Insurance Scheme (NDIS). This support will be predominately provided via Coordination of Support (CoS) services, to assist people to implement their NDIS plans, meet identified goals and connect with services and supports that best meet their needs.

Position Objectives and Responsibilities

Service Delivery	<ul style="list-style-type: none"> • Build capacity in people living with younger onset dementia and their families to better understand the NDIS and implement the funded supports in their NDIS plan. • Empower people living with younger onset dementia and their families to communicate the level of support they require to work towards achieving their goals. This may occur in a pre-NDIS or pre-planning context. • Assist people to identify, link with and choose supports in their local community which will assist them to meet their goals. • Engage with NDIS funded and mainstream services in line with their goals and needs as identified in their NDIS plan. • Ensure all CMS (The Care Manager) data entry is accurate, maintains a high standard of quality and is completed in a timely manner. • Ensure Coordination of Support activities are completed in-line with the DA CoS Guidelines and Business and Counting Rules. • Promote awareness of the needs of people with younger onset dementia through working with and supporting other service providers, NDIA planners, GP's, health services and other relevant parties. • Use local knowledge and sector expertise to increase opportunities for people living with dementia to be connected to their local community. • Undertake other duties as allocated by the Team Leader or Manager Client Services.
Team Work and Communication	<ul style="list-style-type: none"> • Collaborate with Dementia Australia service teams to ensure integrated and coordinated approaches to addressing the needs of people living with younger onset dementia. • Demonstrate a high standard of personal and professional behaviour consistent with Dementia Australia values.

	<ul style="list-style-type: none"> • Develop positive team relationships. • Support internal service departments to understand the role of the Younger Onset Dementia program and relevant referral pathways for people living with younger onset dementia. • Actively participate in Dementia Australia staff/team meetings. • Establish links, collaborate with and develop close working relationships with internal and external key stakeholders. • Promote Dementia Australia as a centre of excellence for service, education and support for people living with dementia and their carers • Attend, contribute and participate in Dementia Australia initiatives as appropriate within the organisation.
Administration and Documentation	<ul style="list-style-type: none"> • Ensure timely and accurate documentation of client activity and other appropriate information in line with professional and legal standards using prescribed databases. • Complete electronic data recording of client and service information to assist with NDIS planning, claiming, and reporting requirements.
Quality	<ul style="list-style-type: none"> • Maintain confidentiality of information pertaining to clients, carers, staff and Dementia Australia. • Participate in regular supervision/support sessions and appropriate professional development. • Deliver and coordinate services that comply with standards, regulatory requirements and policies, e.g. NDIS/Quality and Safeguarding Framework, National Disability Standards etc. • Ensure that each client is provided with the opportunity to evaluate their experience of the support they receive from the Younger Onset Dementia program as outlined in the Monitoring and Evaluation Framework. • Develop a continuous improvement model where opportunities to improve service delivery are identified and discussed with relevant staff. • Participate in professional networks as appropriate to bring about professional development/peer support and to maintain links with other services providers.
Policies and Procedures	<ul style="list-style-type: none"> • Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation • Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus, • Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy.

Qualifications:

Relevant qualifications and/or experience in the delivery of a community, health or disability based service.

Skills and Knowledge:

- Demonstrated experience/understanding of the complexities experienced by people living with dementia and their carers and families.*
- Experience in the delivery of Coordination of Support Services and an understanding of NDIS processes and systems*
- Client engagement skills and the ability to support clients to achieve positive change and outcomes.*
- Proven capacity to problem solve and negotiate with others, including a flexible and creative approach to overcoming perceived challenges.
- Demonstrated high level of verbal, written and interpersonal communication.*
- Demonstrated ability to network with, consult and respond to the needs of a diverse group of stakeholders.*
- Ability to deliver and coordinate high quality services that comply with standards, regulatory requirements and policies.*
- Ability to work autonomously and as part of a team, and within established frameworks and time lines.
- Commitment to supporting the needs and rights of people from special needs groups e.g.: ATSI, CALD and rural/ remote.*
- Current driver's license and access to and willingness to use own car (with reimbursement) or fleet cars if available for travel in the area.
- Demonstrated intermediate experience with Microsoft Office suite and the use of electronic databases.

* *Key selection criteria*

Conditions of Employment:

- Limited term contract until 30 June 2021
- A six month qualifying period applies to all new incumbents.
- Salary packaging is available.

Additional Requirements:

The (prospective) employee will be required to:

1. Maintain a current driver's licence in the relevant state.
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a Police Check or WWVP prior to being offered the position.
4. Be flexible in work hours at times to meet the reasonable demands of this position.
5. Be willing to undertake travel as may be required with the position.

Signatures:

The employee's signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

Employee:

Name: _____

Date: _____

Manager:

Name: _____

Date: _____