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# Position Description

## *Disability Support Senior Case Manager*

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### Context

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#### THE AGENCY

##### **ADEC**

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

##### **Vision**

*Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.*

##### **Mission**

*The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.*

#### THE CLIENT SERVICES DEPARTMENT

The Client Services Department delivers core support to ADEC participants, their carers and families who require community access and support through the Specialised Support Services (S3), Flexible Service Response (FSR), and Community Transport programs; and home and community supports through the Aged Care and NDIS Support programs.

The Client Services Department also manages a Support Workers section that recruits and maintains a pool of trained support workers for employment predominantly by the Aged Care and NDIS Support programs

##### **NDIS Support Unit**

The NDIS Support Unit provides Disability Support and NDIS Appeals services to NDIS clients, their carers and families.

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### Position

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#### ROLE

The role of the Disability Support Senior Case Manager is to manage ADEC's Disability Support program delivering services to NDIS participants, their carers and families. The Disability Support program supports and maintains the care recipient's ability to achieve the goals contained in their care plans and service agreements.

#### DUTIES

Conduct service planning (including care plans and service agreements) and initial and ongoing assessment of NDIS participants, ensuring that appropriate referral pathways are provided.

Monitor a caseload of NDIS participants who receive services under the Disability Support program.

Gather feedback from NDIS participants regarding Disability Support services provided.

Assist support workers to deliver services to NDIS participants, their carers and families.

Provide on-call phone support to support workers outside normal office hours as required.

Liaise and consult as required with other ADEC programs, partners, funding bodies and government departments.

Ensure the program meets external and internal audit requirements of the funding bodies and the agency.

Contribute to appraisals and performance reviews for Disability Support staff as required under ADEC procedures.

Assist in planning and coordinating events specifically related to the Disability Support program.

Maintain data collection systems as required by funding authorities and submit data and information reports as required.

Train and orientate new Disability Support Case Managers to prepare them for their role.

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Supervise Disability Support Case Managers within the program.  
Contribute to recruitment of new Support Workers  
Promote the program to NDIS service providers and potential participants.  
Other tasks and duties as directed by the Client Services Manager or the NDIS Support Unit Coordinator.

#### RESPONSIBILITIES

Screen and manage referrals to the Disability Support program.  
Establish contact and rapport with Disability Support program NDIS participants, their carers and families, during the planning stages of their support.  
Maintain contact and rapport with Disability Support program NDIS participants, their carers and families.  
Assist in advertising and marketing the NDIS Disability Support Program in order to engage new clients.  
Regularly review programs of activities to ensure that they meet the expressed needs of recipients.  
Prepare reports as required on the program's progress and development.  
Participate as required in relevant local and regional networks.  
Maintain links to other service providers, government departments and Local Area Coordination agencies.

#### KEY PERFORMANCE INDICATORS

The Disability Support Senior Case Manager's performance will be measured against the following criteria:

- The standard of participants planning and support records
- Satisfaction of participants (or carers) with support and service planning, as gauged by participant (or carer) feedback.
- Meeting allocated targets.
- Accurate and timely maintenance of recipients' records in accordance with ADEC procedures.
- Conformance with ADEC policies, procedures and audit requirements.

#### KEY SELECTION CRITERIA

##### **Essential**

Knowledge of the NDIS programs.  
Previous experience in a comparable position involving case management.  
Previous experience of NDIS package administration including service agreements.  
Demonstrate a high level of written and oral communication skills.  
Excellent time management skills.  
Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

##### **Desirable**

Formal qualifications in social work, community development, community services or related areas.  
Previous experience of working with carers from ethnic communities.  
Previous experience of working with people with disability.  
Experience of budget preparation and expenditure tracking.  
Knowledge of the Commonwealth Home Support program.

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#### **Employment Terms and Conditions**

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#### AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

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The classification for this position is Level 3. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.
- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.