

**Title:** Participant Intake and Engagement - Case Manager

**Reports to:** Program Manager – Supported Accommodation

**Department:** Supported Accommodation

**Effective Date:** 19/08/2024

---

**OUR VISION IS:** Support, Coordinate, Advocate; to help people to live life to their full potential

**MISSION STATEMENT** (the vision of the organisation is underpinned by the following):

For people who live with disabilities and experience mental illness to be able to live full and meaningful lives

**COMMITMENT TO QUALITY:**

OnTrack Tasmania is committed to providing high-quality services to its Participants in a supportive environment. This commitment is in line with the National Disability Insurance Service requirements.

---

**Position purpose** To ensure person centred, efficient, effective, quality and capacity building services to people with disabilities and their families. Take responsibility for the development, delivery, and management of multi-discipline complex supports; providing intensive, recovery-oriented support for people with a range of disabilities and who often have a history of homelessness, addiction, dual disability, social dysfunction, aggressive and inappropriate behaviours.

---

**Main tasks** Reporting to the Program Manager Participant Intake and Engagement - SA: the core objectives include:

- Coordinate, plan and execute workflow activities as relates to independent living, short term and medium-term accommodation Participant intake and engagement.
- Engage best practice at all times
- Maintain a workflow that supports excellence

- Ensure all task relating to Participants are completed according to Policy and Procedures, NDIS Standards and legislations, including timeframes
- Complete allocated tasks within the time frame given
- Ensure workplace materials and documentation are maintained inline with Policies and Procedures, legal obligations and best practice standards
- Ensure best practice, standards, legislation and policies & procedures are adhered. This includes, but not restricted to, restrictive practice and reportable incidents
- Record medication management and errors within the 'Administration of Medication within a Community Setting Framework and company requirements'
- Monitor Participant wellbeing, activity, engagement, appointments and feedback
- Ensure the goals of each Participant are clearly articulated and made known according to procedure, and fostering person focused best practice.
- Liaise with the Rostering Team regarding Participant needs and profiles facilitate good worker/Participant matches.
- Meet the reporting requirements of the 'Office of the Senior Practitioner' and the 'Quality and Safeguard Commission' (daily, weekly, monthly) through the Quality and Compliance team.
- Ensure detailed and accurate data to inform specialists, regulating bodies, and other identified stakeholders.
- Ensure all relevant Participant documents are comprehensive, accurate, current, and on file.
- Ensure Progress Notes are entered for all Participant contacts and active.

- Ensure supports are adequate, funds are monitored, and trigger a plan review according to procedures.
- Ensure, where relevant, Participant funding is available when engaging in extraordinary activities
- Ensure the Team Development team are fully informed and receive all necessary information and according to Policy and Procedure.
- Attend support shifts in the case of shift cover emergencies.
- Ensure a permanent state of Audit readiness.
- Contribute to continuous improvement
- Engage in safe work practices and contribute to on WHS processes

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

## PERSON SPECIFICATION

### Required qualities

Professional approach  
 Ability to work under pressure  
 Excellent attention to detail  
 Ability to model behaviour  
 Ability to provide guidance and direction  
 Ability to use the Office suite and database programs.  
 Interpersonal and communication skills.  
 Ability to work autonomously  
 A positive, proactive approach to the rights of people with disabilities, with a focus on human rights.  
 Tenacity  
 Positive approach to change

### Desired

### competencies

Analytical thinking  
 Initiative  
 Strategic thinking

---

Knowledge of the principles of community integration, pathways planning, harm minimisation, AOD theory and the importance of achievements being socially recognised to facilitate positive change in peoples' lives.

---

### Qualifications

Must hold a relevant Certificate III or IV, Diploma or Tertiary qualification in Community Services and/or Disability (or its equivalent).

Demonstrated knowledge and experience in working with NDIS participants with complex needs.

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

---

### Experience

Demonstrated minimum 3 years of experience working with people with disabilities.

Demonstrated experience with person centred practice.

Experience in delivering and performing the required duties of the role.

Intermediate administrative experience and skills.

Extensive experience and / or qualifications relevant to working with people with disabilities and knowledge of working SIL settings.

---

### Skills & competencies

**Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face

to face, and a strong person focus approach in support of Participants

**Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience

**Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally

**Teamwork:** willingness to assist and support others as required and get on with team members

**Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner

---

**Personal attributes**

- Professional approach (essential)
- Confident manner (essential)
- Positive approach to change (essential)
- Model person focused best practice (essential)

---

**Other**

- Police Check (essential)
- Working with Vulnerable People Check (essential)
- Driver's Licence (essential)
- Assisting Clients with Assist
- First Aid Training HLTAID003
- Community Care and Dementia
- NDIS Workers Orientation Module certificate
- Covid-19 Infection Control Training Module certificate
- Understanding Responsive Behaviours
- Organisational and time management skills

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

---

### ACKNOWLEDGEMENT

I, \_\_\_\_\_, certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**It should be noted that Positions Descriptions are under constant review and may be changed by the Chief Executive Officer at any time**

### SIGNED BY YOU

---

Employee

---

Date

### SIGNED BY MANAGEMENT

---

Manager

---

Date

---

Manager Position