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| **Job Title:** | Remote Community Connector |
| **Program:** | NDIS Remote Community Connector Services |
| **Classification:** | Social and Community Services Employee, Level 3 |
| **Location:** | Mala'la Aged Care and Maningrida Community |
| **Reports to:** | Assistant Manager - Aged Care and Community Services |
| **Collaboration:** | NDIS Coordinator of Services, Manayingkarirra Primary Health Care Centre & Mala'la NDIS Service |
| **Employment Conditions:** | Mala'la Health Service Aboriginal Corporation Enterprise Agreement 2024-2027 |
| **Award:** | Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100] |

## JOB DESCRIPTION

### POSITION FUNCTION

THE REMOTE COMMUNITY CONNECTOR (RCC) SUPPORTS PEOPLE WITH DISABILITY, THEIR FAMILIES AND CARERS IN REMOTE COMMUNITIES TO UNDERSTAND, ACCESS, NAVIGATE AND PARTICIPATE IN THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS).

THE ROLE PROVIDES PRACTICAL, PERSON-CENTRED AND CULTURALLY RESPONSIVE ASSISTANCE TO HELP INDIVIDUALS NAVIGATE NDIS ACCESS AND PLANNING PROCESSES, COMMUNICATE THEIR SUPPORT NEEDS AND CONNECT WITH APPROPRIATE DISABILITY SERVICE PROVIDERS AND MAINSTREAM COMMUNITY SUPPORTS.

THE RCC BUILDS TRUSTED RELATIONSHIPS WITHIN REMOTE COMMUNITIES, FACILITATES CONNECTIONS BETWEEN PARTICIPANTS AND SERVICES, AND PROVIDES VALUABLE COMMUNITY FEEDBACK TO IMPROVE UNDERSTANDING OF LOCAL NEEDS, CULTURAL CONTEXTS AND BARRIERS TO DISABILITY SERVICE DELIVERY.

### ROLE AND RESPONSIBILITIES

The Remote Community Connector is responsible for:

- **NDIS access and navigation:** Support people with disability and their families to understand the NDIS, navigate access requirements and gather relevant evidence to support NDIS access requests.
- **NDIS planning and engagement:** Assist Participants and their families to engage with the NDIA, prepare for and attend planning appointments, participate in plan reviews and develop positive relationships with relevant NDIS representatives.
- **Communicating support needs:** Help Participants and their families identify and communicate their goals, preferences and support needs to the NDIA during plan development, reviews and monitoring, and to service providers when implementing their plans.

- **Service connections:** Support Participants and their families to connect with disability service providers, including facilitating engagement when providers visit or operate within their communities.
- **Mainstream and community connections:** Facilitate connections with relevant mainstream and community services, including local health clinics, schools, community organisations and other support networks.
- **Community engagement and outreach:** Build and maintain trusted relationships with Participants, families, carers and community stakeholders through regular community engagement and outreach activities.
- **Community feedback and reporting:** Provide feedback and information to the organisation and the service provider about local community environments, cultural considerations, service availability, barriers to accessing disability supports and challenges affecting service delivery.
- **Records and compliance:** Maintain accurate records of Participant engagement, community visits, referrals and service connections, and perform duties in accordance with contractual requirements, organisational policies and safeguarding obligations.

**Meetings**

- Attend and participate in team meetings and relevant community meetings as appropriate

**Information Systems**

- Adhere to the information technology policies of Mala'la Health Service

**Work, Health and Safety**

- Be familiar with WH&S policies and procedures; apply guidelines and procedures
- Participate in WH&S information sessions as requested

**MANDATORY REQUIREMENTS**

- Satisfactory Criminal History Check
- Current NDIS Worker Screening Check, or ability to obtain one
- Current NT Working with Children Clearance Ochre Card, or ability to obtain one
- Current Driver's Licence
- Confidentiality is a mandatory requirement; any breach of this requirement may compromise ongoing employment
- Compliance with all policies and procedures of Mala'la Health Service and Mala'la Aged Care and Community Services
- Report to the CEO immediately on any personal criminal charges or convictions that arise
- Participate in training as directed by the line manager (including, but not limited to, annual fire drill, First Aid/CPR, Manual Handling)
- Participate in annual performance review with the line manager

## SELECTION CRITERIA

**Essential**

- Demonstrated ability to build positive and trusting relationships with people with disability, families, carers and community stakeholders.
- Experience working in community services, disability services or remote community environments, or a demonstrated understanding of the needs of these communities.
- Strong communication and interpersonal skills, including the ability to communicate information clearly and in a culturally appropriate manner.
- Understanding of, or willingness to develop knowledge of, the NDIS and disability support services.
- Demonstrated ability to work independently, organise community outreach and manage competing priorities.
- Understanding of person-centred practice, confidentiality, cultural safety and the rights of people with disability.
- Ability and willingness to travel regularly throughout the designated Service Area.
- Current Driver's Licence
- Ability to meet relevant employment screening requirements
- Proficiency in Microsoft Office programs

**Desirable**

- Experience working with Aboriginal and Torres Strait Islander communities, particularly in remote locations.
- Knowledge of local community protocols, cultures and languages.
- Experience in NDIS, disability, community development or service navigation roles.
- Relevant qualifications in disability, community services or a related field.

**ACCEPTANCE OF RESPONSIBILITIES**

I have read the requirements and responsibilities outlined in this Position Description, MHSAC Code of Conduct, Employment Terms and Conditions and agree to meet and adhere to these, and have my performance monitored and evaluated in relation to my performance in the role as detailed through this document.

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| **Signature of Appointee:** | | **Date:** | |
| **Signature of Mala'la authorized personnel:** | | **Date:** | |