
Position Description

NDIS Appeals Officer

Context

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

To empower people with disabilities from ethnic backgrounds, their carers and families, to fully participate as members of the Victorian community.

Mission

To assist people with disabilities from ethnic backgrounds, their carers and families, to access services and to ensure that service systems are inclusive and responsive to their needs.

THE PROGRAMS DEPARTMENT

The Programs department delivers core support to ADEC participants, their carers and families who require Advocacy and NDIS Program support, community access through the Access & Support program, and home and community supports through the My Aged Care and Disability Support programs.

NDIS Support Program

The NDIS Support program provides support coordination, NDIS Appeals support, and NDIS plan management and other support to ADEC clients, their carers and families.

Position

ROLE

The role of the NDIS Appeals Officer is to work one-to-one with ADEC NDIS participants to assist them in navigating the process of appeal or review of NDIA decisions. The emphasis of this role is on working with matters that have reached the Administrative Appeals Tribunal stage.

The NDIS Appeals Officer may be employed in other roles to support NDIS participants, as NDIS appeals commitments allow.

DUTIES

Support NDIS participants who wish to appeal NDIA decisions.

Support a program of capacity-building and community-based initiatives for people with disability, mental illness and carers, so they can develop their capabilities and actively participate in community and economic life.

Participate in relevant service networks.

Provide secondary consultations to service providers who are seeking assistance in working with people from ethnic backgrounds.

Participate as required in the delivery of an ADEC information service through briefings and presentations.

Assist the NDIS Coordinator to prepare for compliance audits.

Support students undergoing work placements at ADEC.

Support volunteers assisting at ADEC.

Other duties as directed by the NDIS Coordinator.

ACTION on DISABILITY within ETHNIC COMMUNITIES INC.
PD – NDIS Appeals Officer

RESPONSIBILITIES

Adhere to appropriate policies, systems and procedures.

Comply with all relevant disability service standards and legislation.

Market the NDIS Support program within the ethnic communities and partner organizations.

Maintain effective working relationships with relevant service providers and Government departments.

Undertake specific tasks and projects as agreed with the NDIS Coordinator.

KEY PERFORMANCE INDICATORS

The NDIS Appeals Officer's performance will be measured against the following criteria:

- Achievement of outcomes in partnership with people with disability from ethnic communities.
- Maintenance of participants' files and case work
- Promotion of ADEC programs to potential referral sources.

KEY SELECTION CRITERIA

Essential

University qualification in Law or Legal Studies.

Previous litigation or social justice experience

Previous experience of advocacy and drafting tribunal/court submissions.

Previous experience of creating and maintaining client relationships.

Ability to adhere to procedural deadlines and to manage conflicting priorities.

Ability to plan a program of support with participants and to deliver it successfully.

Ability to accurately collect statistics, record data, and maintain records.

Excellent coordination and 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.

Current Police and Working with Children checks.

Desirable

Previous experience of working with people with disability and carers, from ethnic communities.

Previous experience of working with NDIS participants.

Previous experience of NDIS Support Coordination.

Previous experience of working with volunteers.

Experience in program implementation.

Employment Terms and Conditions

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, Equal Pay Decision of the 1st December 2012 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 4. The terms of employment for any new employee appointed to this position will be stated in a formal Letter of Offer.