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Chief Executive Officer (CEO)

(as a founding shareholder in appointment)

- Challenging and rewarding multi-faceted hands-on role
- Be the face of National Community Care supporting those most vulnerable within the Canberra Community.
- Lead a committed team of employees
- Location Canberra

The Organisation:

National Community Care was established in 2015 by duo Natasha Telfer and Lisa Walker with the sole goal to improve the industry standards.

The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- Up to date vaccinations

The Role:

Reporting to shareholders, the CEO will be a hands-on contributor actively leading, supporting and guiding all aspects of the organisation including:

- **Strategic leadership** – regular review of the Strategic Plan, continually advancing the Vision, Mission, and Values of the organisation proportionate to size and growth projections.
- **Shareholder liaison and compliance** – maintain regular communication with the Shareholders and continue the strong focus on governance, legal, risk, development/growth, training and HR compliance
- **People management** – a positive role model, supporting, encouraging, and leading a high performing team of employees in a safe and inclusive space.
- **Stakeholder management** – retaining and building relationships with stakeholders, members and their families, commercial and government enterprises, suppliers and individuals



- **Financial engagement** – maintain a strong focus on the financial strength and sustainability of the organisation with a client focused approach first and foremost and all future planning.
- **Operational oversight** – events, recruitment and onboarding, performance management, complaints management and serious incidents, marketing, property, NDIA governance, all require the support of the CEO in conjunction with the team and key personnel.

Background skills and experience:

- Previous successful leadership of a small to medium organisation with complex requirements and challenges
- Experience in leading and training team members
- Advocacy skills
- Strategic planning and execution
- A proven track record in relationship building and revenue generation
- Industry related Qualifications
- Matter expert knowledge within industry

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



Chief Financial Officer (CFO)

(as a founding shareholder in appointment)

A Chief Financial Officer is a senior executive responsible for managing the financial actions of their company. They are often in charge of tracking cash flow, analyzing strengths/weaknesses in the company's finances and overseeing all aspects of its financial success.

The goal is to protect the company's revenues and profits to achieve full financial control and sustainable growth in line with company values.

The Organisation:

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Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- Up to date vaccinations

The Role:

Driving the company's financial planning

Performing risk management by analyzing the organization's liabilities and investments

Deciding on investment strategies by considering cash and liquidity risks

Reporting to shareholders, the CFO will be a hands-on contributor actively leading, supporting and guiding all aspects of the organisation including:

- maintain a strong focus on the financial strength and sustainability of the organisation and communicating financial positioning to stakeholders and relevant managers.
- maintain regular communication with the Shareholders and continue the strong focus on financial governance and related legal, risk, development and growth.
- Execute the financial strategy of the company



- Conduct regular review of the Strategic Plan, continually advancing the organisation proportionate to size and growth projections.
- Manage financial controls and accounting procedures
- Ensure full transparency over the financial performance of the company
- Provide evidence on how to increase revenue and reduce costs without creating risk to persons or reputation
- Ensure budget allocations are proportionate to the current size of organisation to ensure daily operations of business are efficient.
- Effectively and clearly communicate potential risks in a timely manner
- Propose action plans to ensure that annual financial objectives are attained
- Maintain speed and accuracy of account reconciling.
- Coordinate and produce all tax documentation as required
- Ensure compliance with the law and company policy
- Set up / oversee the company's finance IT system and reporting responsibilities proportionate to the company size.
- Manage vendors including National Group procurement, Insurance broker renewals etc
- A positive role model within the team, supporting, encouraging, a high performing team of employees in a safe and inclusive space.
- Input in events, fundraising and donations, complaints management and serious incidents, marketing, all require the support of the CFO and CEO in conjunction with the team and key personnel to ensure positive outcomes.

Background skills and experience:

- Proven experience as CFO, finance officer or relevant role
- In depth knowledge of corporate financial law and risk management practices
- Excellent knowledge of data analysis and forecasting methods
- Proficient in the use of MS Office and financial management software
- Ability to strategize and solve problems
- Strong leadership and organizational skills
- Excellent communication and people skills
- An analytical mind, comfortable with numbers
- CPA is a strong advantage
- BSc/BA in Accounting, Finance or relevant field; MSc/MBA is a plus

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



Chief Operations Officer (COO)

(as a founding shareholder in appointment)

Chief operations officer oversees a company's business operations and reports to the CEO. The role is responsible for ensuring the company has effective operational and financial procedures in place. Also known as the director of operations, operations director, or chief operating officer.

The Organisation:

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Security Requirements:

- WWVP Card
- Police Check
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- Up to date vaccinations

The Role:

- Driving the company's daily operational requirements
- Ability to project growth requirements and company needs to facilitate safe growth.
- Performing risk management by analyzing the organization's liabilities, risks and incident registers

Reporting to shareholders, the COO will be a hands-on contributor actively leading, supporting and guiding all aspects of the organisation including:

- Participation in regular review of the Strategic Plan, continually advancing strategies for the organisation proportionate to size and growth
- Driving the company's operating capabilities to surpass customer satisfaction and retention, and company goals.
- A positive role model within the team, supporting, encouraging, a high performing team of employees in a safe and inclusive space. Delegating responsibilities to care team to ensure staff members grow as capable employees.
- First point of contact for participant relations.



- Stakeholder management – retaining and building relationships with stakeholders, members and their families, brokers, agencies etc.
- Operational oversight – Daily rostering requirements, daily support, on-call requirements, recruitment input, client engagement.
- Governance responsibilities - operational registers, NDIA compliance, operational governance, risk register and risk framework and policy review.

Background skills and experience:

- Outstanding verbal and written skills
- Experience working with staff on all levels with various communication methods
- Ability to strategize and solve problems
- Strong leadership and organizational skills
- Excellent communication and people skills
- Excellent knowledge of data analysis and forecasting methods
- Experience of ethical leadership
- Experience in Emergency Crisis
- Risk Management Qualifications
- Project Management Diploma

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



Governance Lead Partner (GLP)

- Challenging and rewarding multi-faceted role
- Be the face of National Community Care supporting those most vulnerable within the Canberra Community.
- Lead a committed team of employees
- Location: Remote

The Organisation:

National Community Care was established in 2015 by duo Natasha Telfer and Lisa Walker with the sole goal to improve the industry standards.

The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- APRHA Registration
- First Aid + CPR
- Up to date vaccinations

The Role:

Reporting to CEO, the GLP will be a hands-on contributor actively leading, supporting and guiding all aspects of the organisation including:

- **Strategic leadership**
Regular review of the Strategic Plan in relation to actual evidence, continually advancing the Vision, Mission, and Values of the organisation proportionate to size and growth projections.

Consultation support and advice

Staff training / mentoring

Liaising with clinical coordinator/SIL Manager/support coordinator/daily ops/HR

- **Organisation liaison and compliance**
 - maintain regular communication with the CEO



- continue the strong focus on governance, legal, risk, development/growth, training and HR compliance
 - Provide risk overview updates as required, and/or at stakeholder meetings
 - Conduct internal risk assessments: management risks/office space risk.
 - Oversight of clinical risks and participant risk assessments.
 - Auditing client and employee Files
 - Quality assurance checks with clients (MOA)
 - Moving on Audits Management
 - Aged care and NDIS standards are met and upheld
 - Management of the NDIS audit process/timeframes and outcomes
 - Develop and Implement Clinical Continuous improvements with Clinical Coordinator
 - Best practice update - Monthly to staff
 - Policy and procedure development / reviewing
 - Policy development and review
 - Procedure development and review
 - Incident and accident reviews (serious incidents)
 - Complaints - SIL/ Support Coordination and Community
- **People management**
a positive role model, supporting, encouraging, a high performing team of employees in a safe and inclusive space.

Background skills and experience:

- Previous successful leadership of a small to medium organisation with complex requirements and challenges
- Experience in leading and training team members
- Experience in clinical and general governance
- Strategic planning and execution
- A proven track record in relationship building and revenue generation
- Industry related Qualifications
- Matter expert knowledge within industry

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus

Ability to demonstrate professional boundaries in all business matters



Risk Compliance Officer (RCO)

(as a founding shareholder in appointment – role is currently divided between many)

- Challenging and rewarding multi-faceted role
- Implementation of Risk Framework and reviews
- Aspects of the role is absorbed by COO / GLP / CLP

The Organisation:

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The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- Primary Employment role relevant to the RCO duties

The Role:

Reporting to CEO, the RCO duties require a hands-on contributor actively leading, supporting and guiding all aspects of the organisation including:

- **Risk Framework**
Regular review of the Risk Framework, in relation to actual evidence, continually advancing the Vision, Mission, and Values of the organisation proportionate to size and growth projections.

Consultation support and advice

Staff training / mentoring

Liaising with employment roles that hold RCO duties.

- **Organisation liaison and compliance**
maintain regular communication with the CEO

continue the strong focus on risks associated with governance, legal, operational, development/growth, training and HR compliance



Auditing risk registers: General Risk Register | Management Risk Register | Incident/Accident Register | Conflict of Interest Register | High Risk Persons

Aged care and NDIS standards are met and upheld

Management of the NDIS audit process/timeframes and outcomes

Understanding and management of reportable incidents / risks identified.

Policy and procedure development / reviewing from a risk framework perspective

Relevant Policy development and review

Relevant Procedure development and review

Incident and accident reviews (- that identify a risk based concern

Complaints – that identify a risk based concern

- ***People management***

a positive role model, supporting, encouraging, a high performing team of employees in a safe and inclusive space. Ensuring management team have a sound understanding of a risk and risk register management.

Background skills and experience:

- Previous successful leadership of a small to medium organisation with risk management implementation
- Experience in leading and training team members
- Experience in risk management, risk scoring, and general governance
- Strategic planning and execution with a risk lenses.
- Industry related Qualifications
- Matter expert knowledge within industry

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



IT Consultant / Contractor Partnership

IT Consultant responsibilities include:

- Understanding customer requirements and business objectives
- Providing strategic advice on using technology to achieve goals
- Managing IT initiatives and collaborating with in-house technical staff
- The goal is to protect the company's information in line with Australian Law and ensure equipment and systems are adequately proportionate to the sustainable growth of the organisation.

The Organisation:

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- The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- Police Check
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position

Job brief

We are looking for a knowledgeable IT Consultant to help our team integrate appropriate and secure IT systems on an adhoc basis. You'll take the hassle out of resolving technical problems and provide training to users to maximize the value of technology in business.

An IT consultant must be knowledgeable and customer-oriented. We're further looking for superior technical expertise and a problem-solving aptitude.

Responsibilities

- Understand customer requirements and business objectives
- Provide strategic advice on using technology to achieve goals
- Manage IT initiatives and collaborate with in-house management
- Source IT systems and networks ensuring the right architecture and functionality
- Support new technology implementation
- Train users in new and existing IT systems
- Provide assistance with technical issues
- Revise existing systems and suggest improvements



The Role:

Supervise the use of Information Technology (IT) in our company while upholding Australian law standards. The role should have in-depth knowledge of the current and up-and-coming trends in the IT field.

Reporting to shareholders, the role will be a hands-on contributor actively leading, supporting and guiding all aspects of the organisation including:

- Systems Set up, and roll out of the company's IT systems and reporting responsibilities proportionate to the company size and within the allocated annual budget allowance.
- Responsible for sourcing appropriate platforms and safe storage of information.
- Monitor changes in the technology sector to discover ways the company can improve and develop and provide recommendations for consideration.
- Implement an appropriate IT company (OPC) to oversee networks and computer systems under National Community Care to ensure optimal performance.
- All IT invoicing to be appropriately approved and set up for payment by CFO.

Background skills and experience:

- Minimum of 5 years' experience in information technology and data management.
- In-depth knowledge of data administration and management processes.
- A highly analytical mindset with superb problem-solving skills.
- Outstanding communication and presentation skills.
- Good understanding of modern databases and information system technologies.
- In depth knowledge of privacy laws and risk management practices
- Ability to strategize and solve problems
- Ability to adapt to the changing landscape under the NDIS requirements and privacy and record keeping acts.
- Excellent communication and people skills

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive attitude with high emotional quotient
- Ability to demonstrate professional boundaries in all business matters

Clinical Lead Partner (CLP)

- Challenging and rewarding multi-faceted hands-on role



- Be the face of National Community Care Clinical Team supporting those most vulnerable within the Canberra Community.
- Lead and support a committed team of employees

The Organisation:

National Community Care was established in 2015 by duo Natasha Telfer and Lisa Walker with the sole goal to improve the industry standards.

The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- APRHA Registration
- First Aid + CPR
- Up to date vaccinations

The Role:

Reporting to CEO, the CLP will be a hands-on contributor actively leading, supporting and guiding all aspects of the clinical needs within the organisation including:

Strategic leadership

- Clinical manager to develop and maintain an understanding of NDIS Quality and Safeguards and Code of Conduct ensuring ongoing compliance and auditing for registration renewal of services.
- Planning, training, resources and growth requirements proportionate to size of organisation.
- Supporting the clinical team of RNs, ENs, ANs
- Providing support/mentoring for employees within the RN transition program and assisting to facilitate competencies

Clinical Governance and compliance

- maintain regular communication with CEO and continue the strong focus on clinical policy, governance, legal, risk, development/growth, training and HR compliance within the scope of clinical requirements.
- Policy development and policy maintenance as required



- “In-House” procedure development and reviews e.g. -ventilator guides, trachy care, troubleshooting, medication handling, administering, signing, appropriate storing etc
- Client Care Plan reviews annually &/or as required with RNs
- Quality assurance assessments of all shifts and staff, identifying any training requirements
- MOA input in relation to SIL and clinical
- Chairing RN meetings with Daily Operations Manager.
- Chairing in-house team meetings at respective sites
- Chairing in-house residents/stakeholder meetings
- Attending General National Team meetings

People management

- a positive role model, supporting, encouraging, and leading a high performing team of employees in a safe and inclusive space.
- Manage, provide support, and guide a team of RNs and AN/Support workers
- Ongoing management of each individual participant including their transition into community, participant care plans and medical requirements to ensure the care is being delivered as necessary and ongoing reviews and revisions made appropriately
- Coordinate complex clinical appointments with support networks
- Assistance with hiring selection of staff
- Liaise with Daily Operations in relation to day to day staff rostering management
- Performance management of employees as required

Stakeholder management

- retaining and building relationships with stakeholders, members and their families, commercial and government enterprises, suppliers and individuals
- Clinical manager to develop an understanding of NDIS funding and client packages. Will liaise with participants support coordinators
- The liaison point for the participant’s families, doctors and other allied health supports to discuss appropriate clinical needs and implementation for each participant given their high needs requirements
- Liaise with related service providers accordingly –Pharmacy –medication management/ Oxygen tank equipment/ equipment maintenance service providers/ infectious control service providers/ linen service/ forwarding general house maintenance requests/ in house & external therapy sessions etc

Financial engagement

- maintain a strong focus on the financial strength and sustainability of the organisation and in particular participant budgets with a client focused approach first and foremost, maintaining regular SIL and consumable invoicing.

Operational oversight



- SIL Properties, Clinical teams, Clinical care plans, Clinical reviews and assessments in conjunction with the team and key personnel. Assistance in rostering and on-call rotations.
- Delegate tasks as required to best meet client needs
- Oversee stock taking and ordering clinical supplies for house and community clients
- Complete any other required task within RN scope of practice

Background skills and experience:

- Previous successful leadership of a small to medium organisation with complex requirements and challenges
- Experience in leading and training team members
- Advocacy skills
- Strategic planning and execution
- A proven track record in relationship building and revenue generation
- Clinical Industry related Qualifications
- Matter expert knowledge within industry

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



People + Culture Lead Partner (PCL)

PCL oversees a company's business operations and reports to the CEO. A PCL ensures the company has effective operational procedures in place to facilitate a positive culture encompassing company values.

The Organisation:

National Community Care was established in 2015 by duo Natasha Telfer and Lisa Walker with the sole goal to improve the industry standards.

The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- First Aid + CPR
- Up to date vaccinations

The Role:

- Must be able to Create and Lead Positive Cultural Change, both personally, and in the workplace
- Be able to have conversations that matter with all stakeholders in the business
- Driving the company's recruitment and onboarding requirements
- Ability to project growth requirements and company needs to facilitate safe growth in both recruitment and culture space.

Reporting to shareholders, the PCL will be a hands-on contributor actively leading, supporting and guiding all aspects of the organisation including:

- **Strategic leadership** – participate in regular review of the Strategic Plan, continually advancing strategies for the organisation proportionate to size and growth in relation to recruitment and culture.

Assist in performance management



Provide People & Culture query management services to business managers and employees within National regarding life cycle of employment terms and conditions, process and systems

Support on the management and provision of Learning and Development modules and related queries

- **HR Governance –**

Assist in HR policy review and development

Employment Contract and letter generation for new hires, internal moves and changes, and organisational change

- **People management –**

a positive role model within the team, supporting, encouraging, a high performing team of employees in a safe and inclusive space.

Update employee files as required

Employment documentation, reference reports

Employee timesheet / Leave management

Healthier Work Plan

Oversight and support the wellbeing and mentoring program, and support team building and social initiatives.

Provide support to employees on queries regarding their onboarding, pay, schedules, entitlements, contracts, learning, internal movements, incentives, terminations and more

- **Operational oversight –**

Employment registers, PRODA screening, advertisement, recruitment, and onboarding and exiting processes.

Oversee training requirements and updates

Increasing the attractiveness of National to potential employees by further shaping the organisation's employee value proposition to build a high-quality workforce

Partner in employee related digital transformation projects



Background skills and experience:

- 3-5 years HR-related experience (supporting or leading role).
- 1-2 years HR start-up experience (leading role).
- Experience with HR and payroll in Australia
- 2-3 years people management experience.
- Proven experience creating and leading employee training and benefits programs.
- Excellent remote work practices and async communication across multiple time zones.
- Experience creating diversity, equity, inclusion, and belonging strategy.
- Recruitment programs development.
- Performance management development and coaching experience.
- Excellent oral and written communication.
- Experience working with staff on all levels with various communication methods
- Ability to strategize and solve problems
- Strong leadership and organizational skills
- Excellent communication and people skills
- Experience of ethical leadership

Personal attributes:

- Approachable and calm under pressure.
- Ability to handle shifting and evolving priorities.
- Eager to learn and possesses a growth mindset.
- Strong sense of integrity, demonstrating ethical behaviour.
- High energy and curious by nature.
- Interested in media as a whole and the role the internet has on culture.
- Effective analytical and problem-solving skills.
- Strong interpersonal skills, with the ability to form productive working relationships.
- We're an evolving team, always on the go, so it's important that you're well organized and can manage your own schedule.



Social Engagement Lead (SEL) / Administration

SELA oversees a company's business social operations and reports to the CEO.

Responsible for creating the social and cultural engagement with our team.

A SELA ensures the company has effective operational procedures in place and identifies areas of improvement to streamline administrative tasks.

The Organisation:

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Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- First Aid + CPR
- Up to date vaccinations

The Role:

- Responsible for the development, execution and results of the social media and content strategy for National, including channels such as LinkedIn, Instagram, Facebook, and Website
- Translation of our strategic priorities, business plans and brand strategy into a social media strategy, calendar and series of campaign ideas.
- Day to day Management of National's social channels, including posting, audience management and branding
- Identify, monitor, and track customer and market trends and impacts, and incorporate into social strategy

Reporting to the People + Cultural Lead Partner, the SELA will be a hands-on contributor actively leading, supporting and guiding all aspects of the organisational social engagement including:



Social Media Engagement

- Responsible for the development, execution and results of the social media and content strategy for National, including channels such as LinkedIn, Instagram, Facebook, and Website
- Translation of our strategic priorities, business plans and brand strategy into a social media strategy, calendar and series of campaign ideas.
- Day to day Management of National's social channels, including posting, audience management and branding
- Identify, monitor, and track customer and market trends and impacts, and incorporate into social strategy

Employee Engagement

- Responsible for development of Annual Employee Engagement Calendar based on the Employee Engagement Framework
- Planning & execution of social team functions and engagements
- Responsible for development and execution of Healthier Work Annual Plan
- End to end plan and delivery of Quarterly Team Meetings
- Website updates
- National style guide
- Check and manage inbox: enquiries@ncc / info@ncc

Community Engagement

- Fundraisers/Donations
- Supplier orders/bookings: venues, speakers, flowers, catering etc

Background skills and experience:

- Experience in administration
- Experience in social engagement
- Outstanding verbal and written skills
- Experience working with staff on all levels with various communication methods
- Ability to strategize and solve problems
- Strong leadership and organizational skills
- Excellent communication and people skills

Personal attributes:

- Approachable and calm under pressure.
- Ability to handle shifting and evolving priorities.
- Eager to learn and possesses a growth mindset.
- Strong sense of integrity, demonstrating ethical behaviour.
- High energy and curious by nature.
- Interested in media as a whole and the role the internet has on culture.
- Interest in design development

NATIONAL COMMUNITY CARE
POSITION DESCRIPTION



- Effective analytical and problem-solving skills.
- Strong interpersonal skills, with the ability to form productive working relationships.
- We're an evolving team, always on the go, so it's important that you're well organized and can manage your own schedule.



Office Assistant (OA)

OA oversees a company's shared workspace and its daily operations. OA reports to the PCLP.

Responsible for creating the social and cultural engagement with our team.

A OA ensures the company has effective operational procedures in place and identifies areas of improvement to streamline administrative tasks.

The Organisation:

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The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- First Aid + CPR
- Up to date vaccinations

The Role:

- Responsible for daily office operations: open / close / stock / mail / COVID cleanliness
- Management of office shared calendars and booking of spaces
- Dispatch of outgoing mail and courier deliveries
- Answering all telephone enquiries and handling incoming calls
- Stocktake Supplies and Orders: woollies / officeworks / Vistaprint / uniforms
- Communications to employees: weekly sms, email reminders
- Maintain digital files – scanning, filing, storage
- Welcoming visitors into the office
- Preparing interview and induction packs
- Data entry and maintenance

Background skills and experience:

- Experience in administration
- Ability to adapt to various systems and data entry requirements



- Outstanding verbal and written skills
- Ability to prioritise workload and balance priorities
- Experience working with staff on all levels with various communication methods
- Ability to strategize and solve problems
- Strong organizational skills
- Excellent communication and people skills

Personal attributes:

- Approachable and calm under pressure.
- Ability to handle shifting and evolving priorities.
- Eager to learn and possesses a growth mindset.
- Strong sense of integrity, demonstrating ethical behaviour.
- High energy and curious by nature.
- Strong interpersonal skills, with the ability to form productive working relationships.
- We're an evolving team, always on the go, so it's important that you're well organized and can manage your own schedule.



Support Coordinator Lead (SCL)

- Challenging and rewarding multi-faceted hands-on role
- Be the face of National Community Care Support Coordination Team supporting those most vulnerable within the Canberra Community.
- Lead and support a committed team of likeminded employees

The Organisation:

National Community Care was established in 2015 by duo Natasha Telfer and Lisa Walker with the sole goal to improve the industry standards.

The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- First Aid + CPR
- Up to date vaccinations

The Role:

Reporting to CEO, the SCL will be a hands-on contributor actively leading, supporting and guiding all aspects of the support coordination space within the organisation including:

Strategic leadership

- SCL to maintain a strong understanding of NDIS Quality and Safeguards and Code of Conduct ensuring ongoing compliance and auditing for registration renewal of services.
- Planning, training, resources and growth requirements proportionate to size of organisation.
- Supporting the SC Team
- Providing support/mentoring for employees within the junior SC space.

Governance and compliance

- maintain regular communication with CEO and continue the strong focus on SC policy, governance, legal, risk, development/growth, training and HR compliance within the scope of SC requirements.
- Policy development and policy maintenance as required



- “In-House” procedure development and reviews
- Client Care Plan reviews annually &/or as required with RNs
- Quality assurance assessments of all shifts and staff, identifying any training requirements for team members
- Chairing regular SC team meetings

People management

- a positive role model, supporting, encouraging, and leading a high performing team of employees in a safe and inclusive space.
- Manage, provide support, and guide SC team
- Participant Plan reviews as required
- Coordinate complex appointments with support networks
- Assistance with hiring selection of SC staff
- Performance management of SC employees as required with PCLP.

Stakeholder management

- retaining and building relationships with stakeholders, members and their families, commercial and government enterprises, suppliers and individuals
- The liaison point for the participant’s families, doctors and other allied health supports and service providers

Financial engagement

- maintain a strong focus on the financial strength and sustainability of the organisation and in particular participant budgets with a client focused approach first and foremost, maintaining regular invoicing as directed by NDIA.

Background skills and experience:

- Previous successful leadership of a small to medium organisation with complex requirements and challenges
- Experience in leading and training team members
- Advocacy skills
- Strategic planning and execution
- A proven track record in relationship building and revenue generation
- Industry related Qualifications
- Matter expert knowledge within industry

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



Support Coordinator (SC)

- Challenging and rewarding multi-faceted hands-on role
- Supporting those most vulnerable within the Canberra Community.
- Apart of a committed team of likeminded employees

The Organisation:

National Community Care was established in 2015 by duo Natasha Telfer and Lisa Walker with the sole goal to improve the industry standards.

The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- First Aid + CPR
- Up to date vaccinations

The Role:

Reporting to SCL, the SC will be a hands-on contributor actively leading, supporting and guiding all aspects of the support coordination space within the organisation including:

- Operate within the team honestly, authentically and professionally with a primary goal of providing holistic service to clients.
- The Support Coordinator position ensures that all participants are receiving the quality service they have agreed with NCC and meets NDIS standards, that the participant is provided with informed choice to receiving quality access to appropriate supports reflective of their identified needs and free from judgement and/or bias.
- Assist NCC in maintain the Support Coordination service and system consultancy advice around Support Coordination billing and documentation requirements within a system as required.
- Demonstrate empathy and compassion, integrity, and trust towards all participants and NCC. Always acting in the best interests of the participant.
- Assist in creating a sphere within NCC for non-bias, participant centred support coordination inclusive of participant advocacy to be available to Canberra and surrounding regions NDIS participants.



- Assist NCC and participants in reviewing plans to best maximise budgets and services.
- Assist the Team Leader in creating, maintaining, and reviewing of appropriate policy and procedural/operational framework
- Assisting the team leader through Service Coordination NDIS registration/ auditing processes as they present
- Operate autonomously whilst maintaining accountability and working within organisational frameworks.
- Maintain and promote a healthy work life balance for self and junior team members.
- If critical services cannot be assigned to a NCC carer, these services may require relevant Support Coordinator to assist where appropriate.
- Build, mentor and support Junior Support Coordinators and assist the National Support Coordination Manager
- Support Team Leader in updating NCC on best practice in Support Coordination
- Provide ongoing advice and assistance to assigned Advocates/Support Coordination and be available to debrief when required
- Assist with participant feedback, complaints and/or incidents relating to support coordination and notify NCC management of action and outcome take.
- Provide Team Leader information about NDIS Authorised Notifiable Incidents in relation to scope of practice.
- Updating Registers as required: Risk Register, Incident/Accident Register, Worker Screening Register, Conflict of Interest Register.
- Demonstrate an openness to learn from others, take on constructive feedback and provide solutions.
- Demonstrate a high level of judgment when faced with complex situations
- Invoices are raised properly, and that Support Coordination is being done within agreed budgets and/or implementing a review the decision as required to ensure best outcome for the participant.
- Attend Support Coordination Intake meetings as they arise and advise on capacity and eligibility against policy and procedure and best practice. In the event, policy and procedure need to be adjusted within reason, proposing such changes to NCC management.
- Assist Support Coordination team leader to cover clients in the event of other staff leave of absence.
- Keep up to date with the operational requirements of conducting Support Coordination under the National Disability Insurance Scheme (NDIS) and distribute information and updates to all staff.

Background skills and experience:

- Experience within the SC Space
- Experience within the NDIS Sector
- Experience in leading and training team members
- Advocacy skills
- A proven track record in relationship building and revenue generation
- Industry related Qualifications
- Matter expert knowledge within industry



Personal attributes:

Drive to create a better supports system for those most vulnerable

Positive leadership style with high emotional quotient

- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



Registered Nurse (RN)

- Challenging and rewarding multi-faceted hands-on role
- Supporting those most vulnerable within the Canberra Community.
- Apart of a committed team of likeminded employees

The Organisation:

National Community Care was established in 2015 by duo Natasha Telfer and Lisa Walker with the sole goal to improve the industry standards.

The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- APRHA Registration
- First Aid + CPR
- Up to date vaccinations

The Role:

Reporting to Clinical Lead, the RN will be a hands-on contributor actively leading, supporting and guiding all aspects of the clinical nursing care within the organisation including:

- Operate within the team honestly, authentically and professionally with a primary goal of providing a holistic service to clients.
- Demonstrate empathy and compassion, integrity, and trust towards all participants and NCC. Always acting in the best interests of the participant.
- Assist in creating a sphere within NCC for non-bias, participant centred support coordination inclusive of participant advocacy to be available to Canberra and surrounding regions NDIS participants.
- Assist NCC and participants in reviewing plans to best maximise budgets and services.
- Assist the Clinical Lead in creating, maintaining, and reviewing of appropriate policy and procedural/operational framework
- Assisting the Clinical Lead through NDIS registration/ auditing processes as they present



- Operate autonomously whilst maintaining accountability and working within organisational frameworks.
- Maintain and promote a healthy work life balance for self and junior team members.
- Support and lead the junior team of AN/Support Workers. ANs are required to report to RN.

- In line with the Nurses Award, holds any other qualification required for working in the employee's particular practice setting;
- An employee at this level may also be known as a Clinical nurse.
- In addition to the duties of an RN1, an employee at this level is required, to perform duties delegated by a Clinical nurse consultant or any higher-level classification.
- Duties of a Clinical nurse will substantially include, but are not confined to: delivering direct and comprehensive nursing care and individual case management to a specific group of patients or clients in a particular area of nursing practice within the practice setting;
 - providing support, direction, orientation and education to RN1's, EN's, student nurses and student EN's;
 - being responsible for planning and coordinating services relating to a particular group of clients or patients in the practice setting, as delegated by the Clinical nurse consultant;
 - acting as a role model in the provision of holistic care to patients or clients in the practice setting; and
 - assisting in the management of action research projects, and participating in quality assurance programs and policy development within the practice setting.

Background skills and experience:

- Clinical skills
- Advocacy skills
- A proven track record in relationship building and revenue generation
- Industry related Qualifications
- Matter expert knowledge within industry
- Ability to manage team of ANs and upline concerns accordingly.

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



Assistant in Nursing (AN)

- Challenging and rewarding multi-faceted hands-on role
- Supporting those most vulnerable within the Canberra Community.
- Apart of a committed team of likeminded employees

The Organisation:

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The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- First Aid + CPR
- Up to date vaccinations

The Role:

- A highly experienced, Assistant Nurse.
- National may utilise the employee across our affiliated entities
- Work under the directive of NCC and/or Clinical Lead and/or Registered Nurse
- Provide constructive feedback to NCC and Clinical team as required
- SIL Property: Reporting directly to on shift RN and CC
- Community: Reporting directly to RN, CL &/or NCC
- Casual employment required for all rotating shifts mornings, evenings and night shifts.
- Maintain WWVP, First Aid/CPR, influenza and mandatory training
- Continue ongoing professional development when opportunities arise
- Assisting client in all aspects of everyday living within scope of practice as AIN
- Implement individual participant care plan under the directive of RN and/or specialist plans
- Ensuring best practice takes place in all aspects of participant daily living
- Utilising hoister lifter as required (with 2 people)
- Assisting with participant personal care/ daily living needs
- Assist with maintaining appropriate infection control and WHS measures
- Assisting with medication administration as per Webster Packs



- Assisting with medication administration as per medication plans
- Assisting with wound care as per CL /RN directive and written doctor instruction
- Assisting with specialized nursing care: Tracheostomy, PEG/PEJ, catheter care, stoma care
- Assisting with clinical assessments as per CL /RN directive and written instruction
- Assisting with participant transport services to clinical appointments
- Assisting participant with any pet therapy or social therapies in line with health professional plans
- Advocating for participants, relaying any concerns accordingly
- Understanding Mandatory Reporting and your legal responsibilities
- Contribute to team moral and team culture in a positive way
- Contribute to inducting new employees with clients as required
- Maintaining clear and factual documentation
- Attending training/education sessions
- Attending in-house team meetings
- Attending National Team meetings

Background skills and experience:

- Minimum Cert III within Industry
- Advocacy skills
- Ability to work as a part of a team and independently
- Time management
- Ability to upline concerns accordingly.

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters



Community Team Lead (TL)

- Challenging and rewarding multi-faceted hands-on role
- Supporting those most vulnerable within the Canberra Community.
- Apart of a committed team of likeminded employees

The Organisation:

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The organisation is committed to the enhancement and quality of life for people living with a disability within the Canberra community with a special focus on complex clinical care and support coordination.

Security Requirements:

- WWVP Card
- COVID 19 Infection Control Module
- NDIS Worker Orientation Module
- 100 Points of ID
- Qualifications relevant to position
- APRHA Registration (if applicable)
- First Aid + CPR
- Up to date vaccinations

The Role:

Reporting to Clinical Lead, and/or Operations Manager, the Team Leader will be a hands-on contributor actively leading, supporting and guiding all aspects of care within the organisation in line with scope of practice including:

- Operate within the team honestly, authentically and professionally with a primary goal of providing a holistic service to clients.
- Demonstrate empathy and compassion, integrity, and trust towards all participants and NCC. Always acting in the best interests of the participant.
- Assist in creating a sphere within NCC for non-bias, participant centred support coordination inclusive of participant advocacy to be available to Canberra and surrounding regions NDIS participants.
- Assist NCC and participants in reviewing plans to best maximise budgets and services.
- Assist the Clinical Lead and Operations Manager in creating, maintaining, and reviewing of appropriate policy and procedural/operational framework
- Assisting the Clinical Lead and Operations Manager through NDIS registration/auditing processes as they present



- Operate autonomously whilst maintaining accountability and working within organisational frameworks.
- Maintain and promote a healthy work life balance for self and junior team members.
- Support and lead the junior team of AN/Support Workers. In a Team Lead role, this could look like a SIL property, shared SDA accommodation, an identified region area of responsibility etc.
- In line with the Nurses Award/SCHADS, holds any other qualification required for working in the employee's particular practice setting;

Background skills and experience:

- Advocacy skills
- A proven track record in relationship building
- Industry related Qualifications
- Matter expert knowledge within industry
- Ability to manage team of ANs and upline concerns accordingly.
- Clear understanding of mandatory reporting obligations
- Willingness to learn and impact knowledge to team

Personal attributes:

- Drive to create a better supports system for those most vulnerable
- Positive leadership style with high emotional quotient
- Strong customer focus
- Ability to demonstrate professional boundaries in all business matters