



Multicultural Disability Services Operations Coordinator/Assistant Coordinator

22.5 hours/week

CASS Care Ltd is a multi-disciplined community services provider, with “CASS”, as our brand name, which is commonly known in the community. We are active in the provision of a comprehensive range of social welfare services, catering the needs from cradle to seniors, including residential aged care, home ageing, settlement and health, vocational and training, disability services, child care and many more community-based services.

CASS Care is a registered National Disability Insurance Scheme (NDIS) service provider and we are seeking for an enthusiastic and highly skilled person to fill the above position in our Disability Services Team.

Position Summary:

The position is responsible for the day-to-day operations and management of support coordination service under the NDIS environment to assist individual to access supports, implementing NDIS plan in accordance to the relevant standards as set out by the NDIS Quality and Safeguards Commission, as well as the policies and procedures of the CASS Care Ltd.

Main Duties and Responsibilities:

- Develop a positive working relationship with customers, their families and stakeholders;
- Intake referrals from various channels, including the National Disability Insurance Agency (NDIA);
- Provide responsive, personal centred support coordination service, ensure people with disability exercising choice and control when receiving supports and services;
- Support and assist individual to access NDIS and other disability services;
- Responsible for responding to Request For Service (RFS) from NDIS, create service booking and claiming matters through the NDIS provider portal;
- Carry out administrative duties as required;
- Comply with NDIS Code of Conduct; and
- Comply with WHS Regulations and Guidelines.

Selection Criteria:

<p>Essential:</p> <ul style="list-style-type: none"> • Good command of spoken and written English; • Fluency in spoken and written Vietnamese; • Tertiary qualifications in Social work, Education, Leisure and Recreation, Welfare, Disability or related disciplines; • Relevant knowledge and sound understanding of relevant legislation on NDIS, and other community services; • Excellent communication, interpersonal, time management and organisational skills; • Computer literate; • Ability to work as a team and independently; • Hold valid police check certificate; • Willing to undergo NDIS Worker Screening Check prior to employment; and • Hold valid Driver’s Licence and own a fully insured vehicle. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience working in NDIS Support Coordination and Plan Management; • Willing to travel across different Sydney metropolitan area to meet prospective customers.
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Salary and employment conditions for the above position is as per Enterprise Agreement. Salary packaging is available. Discounted child care fees are available for CASS's long day care, before and after school, and vacation care services.

How to Apply:

Applications in writing providing detailed resume, responses to the above requirements are to be forwarded before **5:00pm, 14 April 2022** to: Ms. Joyce Wang, Senior Executive Officer/Human Resources Management, CASS Care Ltd, 44-50 Sixth Avenue, Campsie NSW 2194 or via email to recruitment@cass.org.au.

For enquiries on the position, please call Mr. Nhan Tran on 0458 300 255.

Only shortlisted applicants for interview will be notified.