

Position Description

Position Title	AHCRS Practitioner
Location	Stream D – Direct Service Delivery, Band 2

Purpose of the Role

The purpose of the NDIS After Hours Crisis Referral Service (AHCRS) Practitioner is to provide Support Coordination to eligible clients of the AHCRS program and to assist the program to meet its objectives.

In collaboration with the National Disability Insurance Agency (NDIA), this program aims to receive and respond to unavoidable, unforeseen and unresolvable disability related crisis events for NDIS participants across Australia. Referrers to the service are limited to mainstream service systems across each state and territory in Australia, this includes Hospitals, Acute Mental Health Units, Police, Ambulance and Justice Officers (this may include corrections, guardianship and child protection staff).

AHCRS Practitioners will work proactively with eligible participants – coordinating and engaging supports to ensure they are being appropriately supported in times of crisis.

Key Relationships

The AHCRS Practitioner will work closely and in a positive manner with the following positions:

- AHCRS Group Manager and AHCRS Team Lead
- Support Coordinators and other staff relating to the AHCRS Program
- External stakeholders including Federal and State Government agencies, commissioning organisations and suppliers and NGOs.
- Program Managers and Staff within Marathon Health
- People referred and accepted to the AHCRS program

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Work within AHCRS operational program protocols to provide services to people referred to the AHCRS program
- Participate in an after-hours crisis call service through a rotating roster.
- Be responsive to the needs of identified stakeholders including the National Disability Insurance Agency, Health, Justice, Emergency services and Mental Health Services across Australia.
- Alongside the AHCRS Group Manager and AHCRS Team Lead assist in the development and embedding of new service response strategies for NDIS participants with complex needs experiencing crisis across Australia.
- Be responsive to program needs and contractual obligations in line with organisations policies, procedures and contractual requirements.

- Work collaboratively with key stakeholders and maintain strong, positive relationships
- Participate in the development and delivery of stakeholder engagement activities eg; program information sessions or other forms of engagement as required across Australia.
- Maintain accurate participant records and data as per AHCRS program requirements and Marathon Health policies – including accurate records of NDIS service provision
- Other responsibilities as directed by the AHCRS Team Lead or Group Manager

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Comply with Code of Conduct
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

- I**ntegrity and Loyalty – be real
- C**ollaboration and Creativity – make connections
- A**chievement and Pride – be proud
- R**espect – demonstrate equality
- E**mpathy – open compassion

Special Job Requirements

1. This job requires participation in an after hours crisis call service. It is a requirement of this position that you are available on a rotating after hours on call roster with other staff, that includes 24 hour on call work on weekends and public holidays.
2. Screening including criminal history, working with children check, qualifications, and professional registration may be undertaken prior to commencing employment.
3. Eligibility to work in Australia
4. Valid Australian Driver License.

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfill the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

Signed _____

Date _____

Selection Criteria

Essential

- Relevant tertiary level qualifications and/or significant experience in a similar role
- Demonstrated high standard of interpersonal and communication skills, including the ability to adapt services to meet varying cultural needs.
- Demonstrated ability to establish effective workplace relationships with a diverse range of professionals and stakeholders.
- Well-developed time management and organisational skills.
- Demonstrated ability to work both independently and as part of a team.
- Demonstrated ability to maintain confidentiality at all times.
- Sound computer skills and the ability to adapt to new software applications.

Desirable

- Extensive experience in NDIS Support Coordination or relevant NDIS related field.
- Experience in the health, mental health and/or child protection sectors