

NDIS Support Officer

Position Details

Location	Alpha Jericho, Barcaldine, or Aramac Muttaborra District Regional work and travel as required
Status	Full time, Ongoing Subject to Councils capacity to pay, funding, and employee performance
Industrial Instruments	Queensland Local Government Industry (Stream A) Award – State 2017 Barcaldine Regional Council Certified Agreement 2025
Classification	Minimum level 4.1
Reports to	CCS Regional Coordinator
Direct Reports	N/A

About Council

Barcaldine Regional Council, located in the heart of the Central West of Queensland, is committed to providing exceptional services to the Barcaldine region, which includes the communities of Alpha, Jericho, Barcaldine, Aramac, and Muttaborra. With a wealth of talent within the organisation, and amazing facilities, we have created a vibrant workplace that blends old-fashioned, small-town charm with a rich indigenous history. We honour the Iningai and Bidjara peoples, the Traditional Custodians of this land, and embrace the diversity of Elders and community members.

Barcaldine Regional Council strives to provide our employees with a safe, secure, and supportive environment, where employees are encouraged to live by our values and reach their full potential. Our vision is to have a positive, sustainable, and innovative workplace, ensuring a bright future for all.

Our Values



Key Responsibilities

General Responsibilities:

- Process, verify, upload, claim, and pay accounts for NDIS Plan Managed participants in accordance with NDIS Quality and Safeguards Commission Guidelines.
- Deliver Support Coordination services aligned with participants' NDIS Plans, goals, allocated hours, and directives.
- Accurately record hours of service provision after each session.
- Input, maintain, and monitor data in approved systems to effectively manage participant services.
- Collaborate with colleagues to ensure seamless service delivery while fostering a culture of continuous improvement.
- Ensure compliance with all relevant policies, procedures, and processes.
- Produce high-quality, accurate documentation as required or directed.
- Participate in training programs and meetings as requested by the CCS Regional Coordinator and acquire relevant certifications to meet legislative requirements and Council policies.

Internal/External Management:

- Provide services for individuals under various programs, including:
 - Commonwealth Home Support Programme (CHSP)
 - Home Care Packages (HCP)
 - Queensland Community Care Scheme (QCCS)
 - National Disability Insurance Scheme (NDIS).
- Perform duties in accordance with established care plans and work lists, seeking clarification from the CCS Regional Coordinator or Senior Community Care Coordinator when necessary.
- Liaise with Barcaldine Regional Council officers, chosen providers, and stakeholders to support participants in exercising choice and control and achieving desired outcomes.
- Notify the Senior Community Care Coordinator of any program changes, incidents, or issues involving participants, staff, or carers.
- Observe participants' conditions and report any changes, ensuring required documentation is completed.
- Uphold participant confidentiality and treat all clients with respect and dignity.
- Collaborate effectively in a team environment, exchanging information, generating ideas, and maintaining open communication with staff, management, and other departments.
- Address problems and disputes empathetically and efficiently, promoting positive resolutions.
- Maintain a strong customer focus and deliver superior service to ensure stakeholders receive satisfactory outcomes in their interactions with Council.

Fundamental Responsibilities

- Comply with all Council policies, practices, and procedures and fulfill Council reporting functions as required.
- Be aware of and comply with all statutory workplace safety legislation and Council's Work Health and Safety Management System, Work Health and Safety policies, procedures, and duty statements.
- Promote safe working practices and maintain a safe, neat and tidy work environment.
- Minimise wastage in all activities while ensuring safety and effectiveness remain uncompromised, adhering to environmentally responsible practices.
- Ensure the security and appropriate use of Council information at all times.
- Monitor personal qualifications and licences to ensure currency, and participate in formal and on the job training to assist in ensuring a satisfactory knowledge and skill base.
- Work cooperatively and effectively in a team environment, communicating reliably and regularly.
- Deliver high quality customer service within the organisation and to the public.

- Uphold high standards of ethical conduct and integrity in all activities.
- Actively engage with Council and community to identify needs and opportunities, and provide suggestions for improvement to enhance community well-being and foster sustainable development.

NOTE: Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their band level, and in any area of Council.

Physical Demands and Work Environment

- In this role, you will occasionally be required to lift and carry heavy objects (weighing up to 10kg), with occasional repetitive tasks (bending, squatting, climbing, twisting, and reaching) and motions (simple grasping, fine manipulation, pushing and pulling, finger dexterity, and foot movement).
- Incumbents must possess adequate peripheral vision, hearing, depth perception, and colour discrimination to effectively perform the duties of this position.
- Incumbents will encounter occasional exposure to risks in the workplace which will require you to follow relevant site processes and wear the appropriate identified personal protective equipment (PPE) to ensure the safety of all employees.

Essential Criteria

Education:

- Certificate IV in Disability Support or equivalent or previous experience in a similar position.
- Successful completion of Infection Prevention and Control certification.

Licensing:

- Current Queensland class 'C' Driver Licence.
- Current First Aid Certificate, including Cardiopulmonary Resuscitation Accreditation (HTLAID001, HLTAID002, and HLTAID003).
- Current Disability Services Positive Notice Card (Yellow Card) or Working with Children Check (Blue Card) or a Combination Disability Worker Screening.

Health:

- Hold all relevant vaccinations in accordance with Council's vaccination requirements for Community Care Services employees.

Experience and Knowledge:

- Sound computer skills, with experience using Microsoft Office Suite, records management systems, and internal computer systems.
- A basic understanding of, or the ability to obtain an understanding of, relevant legislation related to NDIS and Aged Care.
- Demonstrated ability to deliver successful outcomes or the capacity to deliver general and personal services support.
- Proven ability to maintain confidentiality and respect individuals' privacy.
- Ability to work under limited supervision while exercising initiative, judgment, and effective time management.
- Strong customer service skills, providing superior, friendly, and professional service.
- Effective communication skills, including interpersonal, written, and verbal abilities.
- Capacity to work collaboratively within a team environment, contributing positively to team operations.

Acknowledgement

This position description is subject to change from time to time as Council's operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable. Further, it has been designed to indicate the general nature and level of work performed by employees within this classification and is not to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Approving Manager:	
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	