

Position Description

Our Vision: Our dreams, beliefs, spirit, and attributes guide everything we do at AccessAbility

Position: Community Service Facilitator

NASC – Needs Assessment Service Coordination

Needs Assessment and Service Co-ordination (NASC) is a process that begins with disabled people's goals, dreams, and all they need to make sure they have a good life. It helps people connect with the resources, services, people, information, and opportunities available in their community. NASCs ensure people who are eligible access funding from the government to support this process.

Purpose of the role

The Community Service Facilitator is responsible for working with disabled people, their whānau and communities towards achieving good life outcomes in support of our inspirational dream “ A community approach where people can live well now, can dream big and live the life they have imagined”

The Community Service Facilitator role is a key link between the community, the information and services provided by AccessAbility NASC in their community.

NASC supports individuals, family, whānau and communities by providing:

- Eligibility confirmation for Disability Support Services
- Information management
- Facilitated Needs assessment
- Service Coordination
- Resource/budget management

The Community Service Facilitator will work collaboratively to ensure the effective and coordinated delivery of NASC.

Key responsibilities and activities

- Contribute to the delivery of NASC services, and ensure we are timely and responsive and team members work in a collaborative manner to ensure the effective and coordinated delivery of the team.
- Work with local disabled people (who meet DSS eligibility criteria) and their whānau to vision and achieve a good life, including connecting them with resources and supports.

- Have a specific focus working with young people to school leavers and those DSS eligible clients with low-medium support needs.
- Work alongside families/individuals who are new to NASC, are up to school leavers age, and /or have low- medium support needs to explore (and link people to) community options/services
- Coordinate meeting with families/individuals who have been assessed as meeting DSS eligibility criteria, Provide information and link people to relevant community services. This role will support families to access appropriate services in the community and will need to be well connected and develop relevant connections in the areas
- Facilitate discussions to support planning for good life outcomes and Enabling Good lives principles
- Build relationships with community and relevant services to ensure people are kept up to date with relevant information and services
- Provide information regarding NASC process, Paediatrics/DHB, Behaviour Support Services, community services and support groups, Education, MSD – WINZ etc.
- Facilitate Support Needs Assessments with families/individuals
- Undertake any other reasonable duties as may be required to ensure that AccessAbility’s business and strategic objectives are met.

Key Relationships

Reporting to: Team Leader

Responsible for: - Not applicable

Internal Liaison: National Operations Manager, Team Leaders, NASC colleagues

External Liaison: Community Services

Job Environment: Office based with some travel.

Skills, Knowledge and Experience

<p>Knowledge</p>	<ul style="list-style-type: none"> • <i>Knowledge of the disability sector and community organisations/services available in the region.</i> • Disability: sector, politics, models, rights, services, needs, realities, solutions, issues, research, trends, funding, etc. • Bicultural/Treaty of Waitangi issues, rights and models • Te Reo me ngā tikanga Māori • The impact that disability support services can have on individuals, families, whanau and communities
<p>Skills & Competencies</p>	<ul style="list-style-type: none"> • Excellent interpersonal and relationship building skills with the ability to inspire others. • Able to establish and maintain relationships with people at all levels; puts others at ease; promotes harmony and consensus through diplomatic handling of disagreements and potential conflict. • Administration • Keeping up to date on best practice • Building and maintaining positive working relationships and community networks

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	<ul style="list-style-type: none"> • Able to communicate with, relate to and see issues from the perspective of people of other cultures • Focusing personal efforts on achieving results consistent with the organisation’s objectives • Fostering a supportive team environment and culture where team members contribute and collaborate to achieve positive work outcomes • Can work through the details of a problem to overcome obstacles and reach a solution • Listening to others and communicating in an effective manner both in written and verbal form. • Competent in the use of Microsoft Office standard programmes – Word, Excel and Outlook. Experience working with Office 365 (in particular), and SharePoint would be helpful.
Experience	<ul style="list-style-type: none"> • Experience in working with people with disabilities and their personal networks in a strength based way. • Lived experience of disability • Working with people with disabilities, their families, whanau in a senior capacity • The ability to communicate and liaise with senior management as required

AccessAbility’s Spirit and Attributes

- Thought Leadership
- Entrepreneurial
- Influential
- Visionary
- Responsive
- Collaborative
- Inclusive
- Authentic
- Ethical

Last updated: 18/03/2021

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