

Position Description

Position title	National Disability Insurance Scheme (NDIS) Navigator
Department / Division	Allied Health, Ambulatory Services
Classification	Allied Health Clinician Multidisciplinary Grade 3 Year 1 – Grade 3 Year 4
Position reports to	Operational: Associate Director Allied Health Professional: Discipline Lead
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>The NDIS Navigator role is a new Allied Health role established to provide a central point of contact at RCH for all NDIS enquiries for NDIS participants and their families/carers, agencies and internal stakeholders. The NDIS Navigator is a</p>

member of the Disability Liaison team and is the primary contact point for RCH consumers accessing the National Disability Insurance Scheme (NDIS), navigating barriers for NDIS participants who require changed or new NDIS supports to enable discharge or continued supports in the community.

The role is located in the broader Allied Health team at RCH; providing integrated multidisciplinary care across the acute inpatient and outpatient setting and work collaboratively across the organisation to improve the patient's physical and psychosocial functioning. The Allied Health Directorate sits within the Division of Ambulatory Services.

ROLE PURPOSE

The NDIS Navigator will provide high quality case management/co-ordination through the autonomous use of expert clinical skills and knowledge of NDIS legislation, processes, services, and assessments to liaise with internal RCH teams and external community services including the NDIS itself. The role will provide highly effective communication and provide professional leadership across the multi-disciplinary team. The role will work in partnership with consumers, the Disability Liaison Officers (DLO), and the NDIS Hospital Liaison Officer (HLO), to identify and address any changes or new NDIS support requirements to support care at home. The role will also work closely with the HLO during participant admissions to ensure appropriate plans are in place to support safe and timely discharge.

KEY ACCOUNTABILITIES

Provision of Care

- Demonstrate specialist clinical knowledge and skills within the area of NDIS processes including, legislation, assessments, health and NDIS funded services to enhance outcomes for NDIS participants and apply this expertise to lead and support clinicians providing NDIS services at RCH.
- Develop, apply and promote appropriate and innovative processes to support clinicians to navigate NDIS processes and escalation pathways.
- Support RCH NDIS initiatives, in collaboration with the NDIS services at RCH as required.
- Plan for, and effectively manage, contingencies that may affect the performance of healthcare activities.
- Model a client-centred approach in interactions with patients and family/carers.
- Provide and enable comprehensive multidisciplinary discharge planning to facilitate a safe, efficient and effective transition from the hospital setting to the home/community destination.
- Contribute to development of treatment goals, and advocate for adequately funded intervention plans in conjunction with the client, family and other multi-disciplinary team members.
- Educate clients and family/carers regarding functional and ongoing care needs.
- Provide prompt liaison and appropriate referral/escalation to appropriate internal and external stakeholders.
- Document assessment, care planning and recommendations in the client's medical history in accordance with departmental protocols.
- Understand RCH policies and legislative requirements which impact on clinical practice and provision of NDIS services.
- Adhere to Victorian privacy laws – Information Privacy Act 2000 and the Health Records Act 2001, as well as other laws that regulate the handling of personal information.
- Engage in an ethical and professional manner with clients, family/carers and staff members always in accordance with Discipline/RCH Code of Ethics.
- Undertake other related duties as directed by the Associate Director Allied Health

Lifelong Learning

- Demonstrate a capacity to apply and integrate knowledge for own individual professional development, as well as the development and implementation of clinical practice/ NDIS program initiatives.
- Act as a role model in demonstrating a strong commitment to professional development and ensuring currency and integration of clinical knowledge.
- Assume responsibility for own learning goals/needs through ongoing participation and presentation at professional development, quality and/or research forums.
- Integrate new learning within clinical practice, NDIS services and/or co-ordination activities.
- Plan and implement relevant internal/external professional development activities in line with identified knowledge gaps and organisational strategic directions.
- Initiate evaluation of the NDIS services at RCH (and instil this capacity in others), and update/improve services based on customer feedback, data analysis and available evidence.
- Liaise with supervisor and seek feedback and regular professional supervision with respect to the strategic direction of the NDIS services at RCH and own performance management/expectations.
- Comply with CPD requirements of own profession to maintain professional registration.

Collaborative practice

- Promote and develop partnerships and collaborations with internal and external stakeholders including the NDIA and with NDIS Navigator networks from other health services.
- Create regular opportunities for staff to come together and recognise the work being undertaken, share information, generate ideas, and learn from successes, failures and challenges.

Communication

- Facilitate high-level negotiation and advocacy skills with key stakeholders.
- Recognise issues that may lead to conflict and demonstrate good mediation and conflict resolution skills.
- Facilitate open and effective communication across all levels of the organisation, including consumers and external stakeholders.
- Establish effective and appropriate supportive relationships with clients and families.
- Establish effective working relationships (both formal and informal) with all internal and external key stakeholders.
- Promote best practice teamwork principles and actively contributes to the interdisciplinary team.
- Effectively manage difficult and challenging behaviours.
- Provide effective feedback to other staff on the outcome of client assessment and NDIS outcomes/decisions.
- Demonstrate leadership via identification of relevant issues and facilitation of open communication.
- Work in partnership with colleagues to ensure an integrated approach to NDIS service delivery throughout RCH.
- Foster a culture of openness, respect, accountability, cooperative work and professionalism in the workplace.
- Demonstrate strong patient focus and cultural sensitivity with clients, carers, staff and the community.

Continuous Improvement

- Promote a culture of continuous improvement by evaluating the quality and outcomes of NDIS service provision and NDIS data KPI's related to patient escalation, patient safety and quality care.
- Develop effective time management skills to balance role requirements across patient case management/co-ordination and systems level interventions and to contribute to education and continuous improvement opportunities.
- Develop awareness of NDIS governance requirements including safety and quality clinical practice guidelines, procedures and policies including how they apply to provision of and access to NDIS services.
- Manage local risks and escalate appropriately to line manager and relevant stakeholders.
- Actively contribute to the achievement of NDIS Accreditation Standards.
- Foster leadership development in staff by facilitating their participation in quality activities and other initiatives.
- Develop/evaluate/review policies and procedures in line with the strategic directions of RCH and encourages the participation of other staff in this process.
- Comply with RCH and profession specific Code of Ethics.

Supervision, Leadership and People Management

- Possess a clear understanding of social/political/economic factors affecting healthcare and applies this knowledge to deliver improved NDIS services and health outcomes across the organisation.
- Develop and foster a lifelong learning culture at RCH and support others in developing and accomplishing professional goals and objectives.
- Participate in clinical supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline which are based on the DHHS Allied Health Clinical Supervision Framework.
- Demonstrate a clear understanding of issues impacting the interface between NDIS participants and the health service and provide leadership and initiative in the review/redesign of service systems and processes.
- Demonstrate strong leadership capabilities in representing the NDIS service at RCH to internal and external stakeholders and be the primary key contact for the NDIS Hospital Liaison Officer (HLO).
- Facilitate service development, process redesign and research initiatives, and demonstrates an awareness of the value of research/practice developments for clinical care and systems outcomes.
- Assume responsibility for relevant administrative portfolios and operational tasks as directed.
- Understand and demonstrate leadership in consumer participation.
- Contributes to the promotion of excellence in all work undertaken.

Organisation and Planning

- Ensure effective use of time and physical resources.
- Complete administrative functions, including assessments and reporting, in an accurate and timely manner.
- Provide comprehensive service reports and information as directed.
- Possess detailed knowledge of internal/external resources and can access same to achieve positive outcomes.
- Contribute to strategic planning as part of departmental leadership team and contribute to strategic planning that improves and enhances NDIS services at RCH.
- Identify and act to remove barriers that reduce efficiency or effectiveness in the workplace.

Research

- Initiate, lead and support other staff in teaching, training and research programs.
- Display knowledge of research, new developments and evidence-based practice in discipline specific, and related clinical/ NDIS service areas.
- Understand the principles of evidence-based practice and critically evaluate own practice considering available evidence.
- Initiate, implement and evaluate quality/research projects, systems and processes, and encourages the participation of other staff.
- Promote an organisational commitment to quality and research initiatives.
- Engage in teaching with internal/external stakeholders.

QUALIFICATIONS AND EXPERIENCE

Essential:

- An accredited qualification in one of the Allied Health Therapy or Science professions.
- Eligibility for professional registration with AHPRA (where required) or appropriate professional body (where applicable).
- Demonstrated understanding of contemporary issues and directions of Allied Health in tertiary health services.
- Relevant qualifications in disability and or significant experience in the disability health sector including NDIS/NDIA.
- Excellent working knowledge, experience and competency with NDIS processes and legislation.
- Extensive experience in hospital Allied Health practice, with an interest in best practice disability services and supports, innovation, clinical documentation, and multidisciplinary collaboration.
- Highly developed written and verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders in all professional domains of practice.
- Highly developed organisational and planning skills with ability to prioritise workload and competing demands.
- Demonstrated experience working with initiative, autonomy and leading others in the pursuit of team goals.

Desirable:

- Post Graduate qualification in Health Leadership or a related field (or working towards)
- Experience in leading quality improvement activities, service development and project management.
- Experience in leading or co-ordinating multidisciplinary teams.

KEY SELECTION CRITERIA

- Demonstrate expert clinical skills and knowledge of NDIS legislation, processes, services, and assessments to support RCH teams and services.
- Understand RCH policies and legislative requirements which impact on clinical practice and provision of NDIS services.
- Understand the Australian health system and an ability to identify and address systemic issues faced by patients/families and act on them appropriately.

- Good understanding of the needs and issues for people accessing NDIS services and supports and a comprehensive knowledge of the range of generic and specialist service options available to clients.
- Specialised and contemporary understanding of disability and an ability to apply this theoretical knowledge to client support
- Demonstrate ability to collaboratively build and maintain working relationships with key internal and external stakeholders.
- Highly developed interpersonal skills and stakeholder management skills
- Ability to manage a demanding workload and effectively prioritise tasks.
- High level skills in Office 365
- Demonstrate experience in project management and project delivery including evaluation processes and the ability to maintain accurate records for reporting and future planning purposes.
- Demonstrate experience to contribute to organisation-wide and service/division initiatives and planning activities.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check, a NDIS Worker Check (including the NDIS Worker Orientation Module) and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity

- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

July 2025