

Position Description

POSITIONS DETAILS		Remote Community Connector (RCC)
LOCATION:		Ceduna, Port Lincoln, Whyalla, Yalata, Oak Valley or Adelaide
DEPARTMENT:		SAWCAN Programs
REPORTS TO:		Elder and Disability Lead
DIRECT REPORTS:		Nil
DATE UPDATED:		December 2025
HOURS OF WORK:		1.0 Full-time, 37.5 HOURS PER WEEK
AWARD CLASSIFICATION:		Health Professionals and Support Services Award 2020 (L 3 to L 5)
BASE SALARY		\$81,295 - \$85,039 per year plus superannuation
ADDITIONAL EMPLOYMENT CONDITIONS:		As described in letter of offer
PROBATION AND PERFORMANCE REVIEWS		Probationary period for this role is 6 months. Performance reviews will occur annually.
CONTRACT TIMEFRAME:		12 months (with option possible extension)

ABOUT SAWCAN
<p>SAWCAN is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:</p> <ul style="list-style-type: none">• Nunyara Aboriginal Health Service in Whyalla• Port Lincoln Aboriginal Health Service in Port Lincoln• Yadu Health Aboriginal Corporation in Ceduna• Tullawon Health Service in Yalata• Oak Valley Health Service in Oak Valley <p>Together, the five member ACCHOs provide comprehensive primary health care to over 5,500 Aboriginal people in a region from Whyalla, west to the WA border (approx. 1,300km geographical distance).</p> <p>The purpose of SAWCAN is to work collaboratively as a region to:</p> <ul style="list-style-type: none">• Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people• Demonstrate a strengths-based approach to achieving large scale solutions• Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge• Leverage opportunities by advocating as one voice

- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

KEY POSITION OBJECTIVES

The Remote Community Connector (RCC) will act as a cultural bridge between the community and the NDIS, building trust, providing information, and supporting individuals to navigate the system. They will play a vital role in delivering the project in a way that is culturally appropriate and responsive to community needs, ensuring that Aboriginal peoples with disabilities (and their families and carers) are able to understand, navigate, and participate in the National Disability Insurance Scheme (NDIS) to live a full and meaningful life. The role focuses on building relationships with communities, supporting NDIS participants, and facilitating access to culturally appropriate disability services.

This position will provide RCC support to all of the regional towns and surrounding communities of the Far West Coast of South Australia and support SAWCAN's five partner ACCHO's to meet their RCC deliverables as required.

KEY PERFORMANCE INDICATORS AND RESPONSIBILITIES

The Remote Community Connector Will comply with the contract baseline services Key Performance Indicators (KPIs) and:

Community Engagement and NDIS Awareness

- Facilitate individual and community education and awareness about the NDIS through community forums, events, and meetings.
- Provide culturally appropriate materials and resources to raise awareness of the NDIS and related local events.
- Support Aboriginal peoples with disabilities, and their families, to understand and engage with the NDIS, including assistance with completing access requests and attending appointments.
- Build and maintain positive relationships with community leaders, health clinics, schools, and other services to enhance NDIS participation.

Participant Support

- Assist participants and their families/carers in gathering evidence to submit NDIS access eligibility, particularly for children with developmental delays or those requiring early intervention.
- Support participants in utilising, building, updating, and reviewing their NDIS plans by helping them describe their support needs to both the NDIA and service providers.
- Facilitate connections between participants, their families, and providers, ensuring that services are culturally appropriate and accessible within the community.
- Assist participants in connecting with mainstream and community supports outside the NDIS, such as local health services.

Cultural Context and Community Knowledge

- Provide feedback and insights to the NDIA to improve understanding of the community environment, cultural context, and the challenges associated with delivering disability supports in remote areas.

- Serve as a cultural bridge between participants, the NDIA, and service providers to ensure that supports are tailored to the needs of Aboriginal peoples.

Reporting and Accountability

- Maintain accurate records of participant interactions, support provided, and program outcomes in accordance with NDIA requirements.
- Report quarterly on progress, including successes, challenges, and outcomes, as part of the RCC reporting tool.
- Attend monthly operational meetings with NDIA Service Delivery teams to review program outcomes, address concerns, and collaborate on improvements.
- Provide written reports to the Elder and Disability Lead on the key areas of work including your successes, challenges and risks
- Meet regularly with the Elder and Disability Lead to update on progress on work, successes, challenges and support / training needs

Compliance and Training

- Comply with all relevant legislation, including the National Disability Insurance Scheme Act 2013,
- Complete specific NDIA-directed training and necessary clearances (e.g., Working with Vulnerable Persons, NDIS Worker Screening) are maintained.

Communication and networking:

- Develop and maintain excellent working relationships with each of the SAWCAN RCC staff, SAWCAN staff, Directors and executive managers.
- Actively participate in working groups, forums, conferences and other meetings as required
- Attend stakeholder meetings as required
- Share case studies of good practice across the region

Other:

- Develop and share case studies of good practice across the region
- Support SAWCAN partner ACCHO RCCs with their training and induction
- Intra and interstate travel is required
- Additional ordinary hours and out of hours work may be required
- Other duties consistent with the position where required and/or requested by the organisation

PERSON SPECIFICATION

Skills & Knowledge:

- Deep understanding of Aboriginal and Torres Strait Islander culture and ways of doing business in a culturally appropriate manner.
- Significant and demonstrated knowledge of and experience with the Aboriginal Community Controlled Health Sector
- Demonstrated ability to create, maintain and foster strong professional relationships
- Demonstrated interpersonal skills and ability to exercise tact and diplomacy; deal appropriately with sensitive issues; and maintain a high level of confidentiality at all times.
- Excellent communication skills, both verbally and in writing with the ability to address a wide range of audiences.
- Have an ability to develop an informed understanding of the impact of disability and developmental delay on daily life, and how NDIS supports and services can support people

- Have, or develop, a detailed understanding of the NDIS and the NDIS pathway
- Negotiation, facilitation and networking skills
- Strong administrative management skills
- Ability to work independently to tight deadlines and strong time management skills

Previous Work Experience:

- Previous experience in community services, disability support, or similar role
- Demonstrated experience working with Aboriginal people, organisations and communities and other stakeholders including government agencies and non-government organisations both local, state and federal
- Demonstrated experience working unsupervised and as part of a team

Personal Attributes:

- Innovative - finds ways to work better and smarter. Has the ability to generate alternative options and ideas
- Determined – Deals with obstacles and impediments
- Analytical – Takes a systematic approach when building toward improvements
- Ethical – Is transparent, honest and exercises good judgement
- Self-Disciplined - Manages own time to achieve quality outcomes
- Flexible – Can adapt to changing circumstances in the workplace / sector and is able to take advantage of new and emerging opportunities
- Resilient - Recovers from setbacks and learns from experience and identifies areas for self-development
- Supportive – has the ability to encourage others, listens actively and can demonstrate empathy when confronted with adversity

Qualifications & Training:

- Relevant qualifications in community services, disability support, or a related field will be highly regarded
- Current South Australian Driver's License (minimum of Class "C" or equivalent)
- Current National Police check
- Current first aid certificate
- Current or the ability to obtain NDIS screening
- Current or ability to obtain a working with Children clearance
- Current immunisations or willingness to participate in staff immunisation program.

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed.....
(Employee)

Date ____/____/____

Signed.....
(Manager)

Date ____/____/____