

1. Position Description

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| Position title: Support Coordinator |
| Reports to (position): Manager |
| Date: |

Primary purpose of the position:

A Support Coordinator works with individuals to formalise a support plan or work plan and help them to engage different supports. The aim of a Support Coordinator is to build capacity in different individuals, such as students, the elderly, those with a disability or people with mental health issues.

| Specific accountabilities | Performance measure |
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| <ul style="list-style-type: none"> Working closely with clients to identify their needs, personalise support and ensure they are receiving appropriate services. Promoting and fostering independent decision-making, including choice and control. Building clients capacity to understand their NDIS plan and breakdown of NDIS funded support categories. Coordinating and liaising with service providers, and reviewing goals and jointly determining new ones with clients. Implementing supports that align with participant goals and interests. Completing NDIS reports, submitting NDIS plan reviews or changes in participant circumstances | <ul style="list-style-type: none"> Demonstrated high level of interpersonal, verbal and written communications skills Demonstrated ability to work collaboratively within a team environment Experience prescribing a range of disability equipment Demonstrated high level of problem-solving skills Demonstrated ability to work independently (as required) and exercise initiative Commitment to providing a client focused service in a timely, consistent, co-ordinated and flexible manner Demonstrated ability to prepare outcome based rehabilitation plans Knowledge of appropriate current outcome based assessment tools Demonstrated knowledge of ongoing issues that living with a disability presents at various life stages |



| Person Specification | |
|---|---|
| Education/Qualifications: | |
| Essential | Desirable |
| | Bachelor-level degree or a Certificate-level course in disability support, developmental education, social work, occupational therapy, welfare work or Aboriginal health (for Support Coordinators) |
| Skills/Knowledge | |
| Essential | Desirable |
| Primary form of ID and secondary form(s) of ID with a value equal to 100 points of ID NDIS Worker Screening Check (or Police Check if transitional rules apply) and Working with Children Check Completion of the NDIS Worker Orientation Program | Relevant case management experience supporting clients with high complex needs (for Support Coordinators) |