



"I love Araluen and its values - respecting people, showing each other kindness, and working as a team. Staff give me support, reassurance, look out for me and are caring." - Jess, Araluen participant champion

Position description:

NDIS Workforce Coordinator

REPORTS TO	NDIS Planning Manager
DIRECT REPORTS	N/A
LOCATION	Various Araluen locations
CLASSIFICATION	Social & Community Modern Award Level 3

Our Vision

Imagining and achieving better lives

Our Mission

Inspiring, empowering and supporting people to have great lives

Our Values

Respect you
See you
Hear you
Empower you
Inspire you
Working together as one

A R A L U E N



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Position purpose

The NDIS Workforce Coordinator reports to the NDIS Planning Manager and provides operational support in setting up NDIS Programs of Support and staff rostering (including staff replacement). Programs of Support apply only within Community Participation; all other duties apply across both Community Participation and Home & Living Services.

The role ensures services are delivered in alignment with participant plans and organisational standards and requires a high level of attention to detail and strong communication skills.

Leadership expectations

At Araluen, everyone leads. Leadership is not defined by position, but by purpose, behaviour, and the positive impact we have on people, outcomes, and culture. As a values-driven organisation committed to making great lives possible, we believe **personal leadership** across the organisation is essential to realising this vision.

Everyone at Araluen has these leadership expectations:

- **Uphold our Code of Conduct**
- **Role model and mentor our Values** : Respect you, See you, Hear you, Inspire you, Empower you, Working together as one

Relationships

The NDIS Workforce Coordinator is required to build and maintain respectful, collaborative relationships with support staff and managers across Araluen. These relationships are essential to delivering consistent, person-centred support and ensuring the effective coordination of workforce services. By fostering strong communication and trust across teams, the role contributes to high-quality service delivery that promotes participant wellbeing, independence, and achievement of individual goals.

- **Internally:** *Colleagues, Line Manager, Practice Leaders, Service Managers, Support Workers, and other internal stakeholders*
- **Externally:** *Agency staff*



Role expectations

Key responsibilities	Key outcomes	Performance expectations
<p><i>Service Coordination – Community Participation only</i></p>	<p>Activities are set up and participants are allocated in line with their Program of Support. This ensures that participants achieve positive outcomes aligned with their individual goals</p>	<ol style="list-style-type: none"> 1. Set up programs of support (POS) within Araluen’s client management system. 2. Allocate participants to activities according to their choices. 3. Daily approval of submitted attendance records to ensure correct billing. 4. Adjust billing as needed where participants have not attended. 5. Amend group activities as per participant request or due to funding constraints. 6. Communicate changes as required to managers and the team. 7. Support intake and exit processes as well as onboarding of new participants.
<p><i>Workforce & Rostering</i></p>	<p>Support services are delivered seamlessly through proactive workforce coordination, ensuring staff coverage aligns with participant needs, preferences, and organisational efficiency.</p>	<ol style="list-style-type: none"> 1. Act as the central contact for staff absences and leave replacement and coordinate replacements. Escalate to management when shifts cannot be filled. 2. Set up, maintain and update rosters in collaboration with managers/PL’s to ensure service continuity. 3. Match support workers to participant preferences (e.g. cultural, language). 4. Support payroll reconciliation and maintain casual staff data. 5. Act as main point of contact for casual workforce, conducting check ins and communicating any changes effectively 6. Complete roosting tasks in the client management system (e.g. cloning, approvals). 7. Ensure that all rostered shifts align to NDIS funding and billing.



Key responsibilities	Key outcomes	Performance expectations
<i>Team Collaboration and Culture</i>	Contribute to a positive and inclusive workplace through respectful communication, collaboration, values-based behaviour, and shared responsibility for achieving goals.	<ol style="list-style-type: none"> 1. Collaborate with others to achieve team and organisational goals. 2. Share insights, information and relevant updates in a timely and constructive way to improve team outcomes. 3. Actively contribute to discussions and consistently attend team meetings. 4. Communicate clearly, respectfully, and professionally. 5. Support and guide less experienced team members or volunteers. 6. Acknowledge and encourage others' contributions. 7. Demonstrate organisational values in daily actions and decisions.
<i>Safety, Compliance & Professional Conduct</i>	Work is carried out safely, ethically, and in line with organisational and legal requirements, helping to protect the wellbeing of others and maintain professional standards.	<ol style="list-style-type: none"> 1. Understand and adhere to NDIS Code of Conduct, organisational policies and procedures, and safety requirements 2. Follow incident reporting, manual handling, infection control, and duty of care protocols 3. Report concerns, risks, or incidents promptly and appropriately. 4. Maintain professional behaviour and uphold duty of care in all work activities.
<i>Mandatory training</i>	A safe, professional, and compliant workplace where organisational standards and legal obligations are met.	<ol style="list-style-type: none"> 1. Complete mandatory training and certifications and accreditations on time and keeps them up to date. 2. Responds promptly to training schedules and reminders 3. Applies training knowledge to everyday work practices and decisions 4. Supports others with training requirements when appropriate
<i>Reflective practice</i>	Regularly reflect on work, set meaningful goals, and take part in performance reviews to support personal growth and contribute to Araluen's success.	<ol style="list-style-type: none"> 1. Take part in goal setting, mid-year check-ins, and year-end reviews, by reflecting on your work and progress. 2. Set clear goals that support your role and team priorities and track your progress. 3. Use feedback and learning to grow and improve your contribution.



Key responsibilities	Key outcomes	Performance expectations
<p><i>Continuous improvement</i></p>	<p>A culture of continuous improvement across the organisation, where individuals actively seek to enhance processes, services, and outcomes through curiosity, collaboration, and a commitment to learning.</p>	<ol style="list-style-type: none"> 1. Share Ideas for Improvement: regularly suggest ways to enhance processes, systems, or service delivery. 2. Adapt to Change: embrace new approaches and adjust work practices based on feedback and learning

Decision making authority

Independent decisions

Employees at Level 3 can make decisions independently when applying established procedures and guidelines. They are expected to manage their own workload, solve routine problems using judgment and experience, and supervise lower-level staff or volunteers. They also have the autonomy to coordinate basic programs or projects and exercise initiative in day-to-day operations.

Referred decisions

More complex decisions—such as those involving unclear procedures, formal disciplinary actions, strategic planning, or specialised professional advice—must be referred to senior staff. Employees at this level are supported by supervisors when problems fall outside standard practices or require broader organisational input.

Key Selection Criteria

- Previous experience in rostering
- Previous experience in customer support roles or similar
- Able to work mornings to coordinate staff replacement.



Classification

SCHADS level 3 (Social and community services employee level 3) employees works under general direction, solving moderately difficult problems with available senior assistance. They may supervise lower-level staff or volunteers, manage their own and others' work and handle some complex tasks, including planning and coordination within a specific area. Supervisors at this level need basic HR knowledge, can train staff and graduates start at higher pay points based on their degree.

Compliance

- NDIS Worker Screening Check
- Working with Children Check
- Current Australian Driver's Licence
- Tertiary qualification in a relevant field is preferred
- COVID 19 vaccination
- Requirement to use own smartphone