

Overview				
Position title	Support Coordinator			
Location	Camberwell and/or Ringwood - Hybrid			
Direct report	Director			
Employment details	<input type="checkbox"/> Full-Time	<input checked="" type="checkbox"/> Part-time	<input type="checkbox"/> Casual	<input type="checkbox"/> Contractor

Position Description
<p>Support Coordinators are responsible for assisting NDIS participants to implement and manage their support plans in alignment with their individual goals, needs, and circumstances. The role focuses on developing tailored support strategies, facilitating access to appropriate services, and promoting participant independence and capacity building.</p> <p>Key responsibilities include working collaboratively with participants and their families to identify goals and determine the level of support required. Support Coordinators connect participants with suitable NDIS providers, ensuring informed choice and control, while coordinating multiple services to deliver a cohesive and effective support network.</p> <p>The role also involves monitoring the progress of supports, addressing barriers or service gaps, and making adjustments where necessary to ensure outcomes are achieved. Support Coordinators provide guidance to help participants understand their NDIS plans, utilise funding appropriately, and build the skills needed to manage their supports independently over time.</p> <p>In addition, Support Coordinators advocate on behalf of participants when required, assist in resolving service-related issues, and respond to changes in circumstances to maintain continuity of care and support.</p>

About You
<ul style="list-style-type: none"> ● Strong communication and relationship-building skills ● Experience in support work, case management, or coordination ● Understanding of the NDIS (or willingness to learn) ● Highly organised with strong attention to detail ● Able to manage multiple participants and priorities ● Proactive, reliable, and committed to quality practice ● Demonstrated ability to work independently with minimal supervision, including managing your own schedule, caseload, and documentation in a remote setting

Salary & Benefits

- \$35 – \$38 per hour + super (based on experience)
- Within three days of work starting at 20 hours per week, with the potential to increase
- Flexible hybrid working arrangements with one set day in the office (6-8 weeks of onsite to start)
- Ongoing training, supervision, and professional development
- Company laptop and mobile phone provided
- Supportive team environment with ongoing guidance
- Quarterly KPI incentives (including paid leave rewards)
- Opportunity to grow within the NDIS sector
- Wellbeing & Mentoring Program

Responsibilities and Duties

- Develop, implement, and continuously refine personalised support strategies that cater to the unique needs, goals, and aspirations of individuals with disabilities.
- Facilitate the seamless connection of individuals and their families to the NDIS, ensuring they can access the support they require.
- Collaborate with individuals and their support networks to design and coordinate comprehensive support plans that are effective and aligned with the participant's objectives.
- Stay at the forefront of industry developments and emerging best practices to ensure that support strategies are innovative and reflective of evolving needs.
- Maintain participant health records and documentation according to Innovative Complex Management policies.

Knowledge and skills

- Demonstrated expertise in disability support and an in-depth understanding of the NDIS framework.
- Exceptional communication and interpersonal skills, with a focus on empathy and client-centered care.
- Experience with case management and coordination is preferred
- Ability to work independently and as part of a team.
- The ability to build and maintain rapport with participants.

KPI's

- Maintain approx. 70% billable utilisation
- Respond to enquiries within 48–72 hours
- Complete case notes within 48 hours
- Demonstrate participant progress and outcomes over time
- Ensure documentation is NDIS-compliant and audit-ready

Qualifications/Experience

- A certificate III or IV in individual support, or a diploma in community services is advantageous
- Twelve months experience as a support coordinator or similar
- Passport and Driver's Licence.
- Working with Children Check.
- NDIS Worker Screening Check (NDISWC).
- First Aid and CPR required or willing to obtain
- Completion of the NDIS Worker Orientation Program and Supporting People to Stay Infection-Free module.

Name: _____

Signature: _____

Date: __/__/__