

**KINDRED HEALTH GROUP**

Support Coordinator & Team Manager

Level 2 / Level 3 Support Coordination · Psychosocial Disability · Melbourne, VIC

Classification:	Support Coordinator Level 2 / Level 3 + Team Manager
Employment Type:	Full-Time (with scope for flexible arrangements)
Salary:	\$100,000 per annum
Location:	Melbourne, Victoria (community-based)
Registration:	NDIS registered provider – psychosocial disability focus
Reports To:	Director / Organisation Principal

About Our Organisation

We are a small, values-driven NDIS registered provider based in Melbourne, dedicated to delivering high-quality Support Coordination and Support Work to adults living with psychosocial disability. Our work is grounded in genuine relationships, dignity, and the belief that every person deserves tailored, expert support that moves them toward independence and a life they choose.

Our Mission

To support people of all abilities and experiences meeting each person where they are, and journeying with them toward the goals that matter most. We provide warm, consistent, person-centred support that honours the whole person, nurturing wellbeing and fostering connection so that every participant has the opportunity to thrive.

Our Vision

Communities where health equity is lived. Where every person has access to the care, connection, and opportunity to thrive, and where every person with disability is met with compassion, consistency, and belief in what is possible.

We are growing, and we are looking for someone who shares this commitment — a practitioner who brings clinical insight, lived sector experience, and the kind of human warmth that makes a real difference.

The Opportunity

This is a senior, dual-function role that combines direct Support Coordination with leadership responsibility. From the outset, you will carry a meaningful caseload with a small existing client base transitioning across to you as you settle into the role, while also guiding and supporting our Support Worker team. This is not a purely administrative position; we are looking for a practitioner who is genuinely passionate about the people we support and who brings the expertise to lead from the front.

The billing expectation is approximately 12 billable hours per week at base.

Key Responsibilities

Support Coordination & Case Management

- Develop, implement, and review individual support plans that are person-centred, strengths-based, and grounded in the participant's goals and NDIS funding.
- Conduct thorough risk assessments and develop clear, proportionate risk management strategies in collaboration with participants, their networks, and relevant stakeholders.
- Manage participant budgets responsibly, track utilisation, and advocate proactively for additional or varied funding where evidence supports it.
- Prepare high-quality written reports including plan review reports, progress summaries, and funding justifications in line with NDIS Practice Standards.
- Coordinate across multidisciplinary teams, engaging with Allied Health, mental health services, GPs, housing providers, AOD services, and others to deliver integrated support.
- Navigate and liaise effectively with the public healthcare system (Medicare-funded services), justice system, and housing sector as required by participant circumstances.
- Provide Level 2 Coordination of Supports and Level 3 Specialist Support Coordination as participant needs require.

Hospital Liaison & Discharge Planning

- Collaborate with inpatient and community-based clinical teams to facilitate timely, safe, and well-supported hospital discharges.
- Develop discharge support plans, coordinate post-discharge rosters, and ensure continuity of support during transitions.
- Maintain strong working relationships with hospital social workers, psychiatry teams, and community health providers.

Team Leadership & Support Worker Management

- Lead, mentor, and support the Support Worker team, providing regular debriefs, reflective practice, and professional development opportunities.
- Offer guidance on complex client situations, including positive behaviour support strategies and de-escalation approaches.
- Contribute to rostering decisions, ensuring appropriate matching of workers to participants based on skills, experience, and relationship.
- Foster a team culture that reflects the organisation's values of empathy, accountability, curiosity, and care.

Quality, Evidence & Practice

- Champion evidence-based and trauma-informed approaches across service delivery.
- Support capacity building and independence-focused goal-setting, ensuring plans are outcome-driven rather than support-dependent.
- Contribute to quality improvement initiatives, policy development, and compliance with NDIS Practice Standards.

Key Selection Criteria

Essential

- Demonstrated experience in NDIS Support Coordination (Level 2 minimum), ideally including Specialist Support Coordination (Level 3).
- Deep understanding of psychosocial disability, including mental health conditions, the recovery framework, and the intersection of mental health with housing, justice, financial security and trauma
- Strong ability to conduct thorough risk assessments and develop practical, person-centred risk management strategies.
- Skill in budget management, NDIS plan interpretation, and writing compelling, evidence-based reports for plan reviews and funding advocacy.
- Experience in hospital liaison and/or discharge planning within the public health system.
- Experience leading or supervising a team, with the ability to provide professional support, debrief, and encourage reflective practice.
- Excellent verbal and written communication skills; confident liaising across government, health, justice, and community sectors.
- Commitment to human rights principles, the NDIS Quality and Safeguards framework, and ethical practice.
- Current NDIS Worker Screening Check (or willingness to obtain), Working with Children Check, and valid driver's licence.

Highly Desirable

- Tertiary qualifications in Social Work
- Familiarity with the Disability Royal Commission recommendations and current sector reforms.
- Knowledge of DHHS/Housing Victoria pathways and supported accommodation options.

What We Value in Our Team

Empathy without boundaries You see the whole person not just their diagnosis or NDIS plan.	Accountability You follow through. You do what you say. You own your practice.
Curiosity & learning You reflect on your practice and stay current with evidence and sector changes.	Advocacy You speak up for participants. You know how to push and when to step back.

Remuneration, Working Arrangements & Benefits

Base salary of \$100,000 per annum, structured around an expectation of approximately 12 billable client hours per week.

We offer flexible working arrangements, travel allowance, a company laptop and mobile, and access to 24/7 EAP for yourself and partner/spouse.

We prefer candidates based in or able to occasionally travel to areas in Melbourne's south-east (e.g Frankston and surrounds).

How to Apply

We would love to hear from practitioners who are genuinely invested in this work. Please apply with:

- A current resume outlining your relevant experience.
- A cover letter (no more than two pages) addressing the Key Selection Criteria and telling us what draws you to this kind of work.

We are an equal opportunity employer and strongly encourage applications from people with lived experience of disability, people from culturally and linguistically diverse backgrounds, and Aboriginal and Torres Strait Islander peoples.