

Position Description



Position Title	Support Coordinator
Agreement / Award	Y Whittlesea Enterprise Agreement 2024
Classification	SCE 5.1-5.2
Employment Status	As per employment contract
Division / Department	Inclusion Services
Direct Reports	External: Inclusion Services clients, families, and funding bodies
Reports to	Support Coordinator Director

POSITION SUMMARY

The Support Coordinator is responsible for the management of a person referred to the Y with a NDIS Plan under Coordination of Supports. This position will be responsible for the implementation and review of people with disabilities NDIS Plans. Requirements may/will also include services agreements, reviews, report completion, recording of outcomes, request for support plans, programming, and services to ensure an appropriate standard of service, supervision, safety, and support is provided.

The delivery of Coordination of Supports is to assist strengthening people with disabilities ability to design and then build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting people with disability to direct their lives, not just their services. This involves working together to understand the funding, identify what the participant expects from services, and how the participant wants this designed. Coordination of Supports also includes coaching people with disabilities and working with them to develop capacity and resilience in their network. Additional requirement for this role will be based on changes implemented by the NDIA.

DUTIES AND RESPONSIBILITIES

Deliverables of the role

- Complete program planning, scheduling, enrolments and management of staff, people with disabilities, and families.
- Empower people with disabilities to exercise choice and control to access a range of formal and informal mainstream and community-based support as identified in their NDIS Plan, by identifying opportunities for innovative service delivery.
- Support people with disabilities to engage with community services, mainstream services, and other stakeholders to achieve a desired outcome.
- Provide expert advice and consultation to people with disability, their families, and networks on the changing NDIS landscape, relevant procedures, practices, guidelines, and legislation, including advice regarding customer safeguards, quality expectations, and compliance.
- Use local knowledge to increase opportunities for people with disability to connect with.
- Deliver services and support with a high level of customer service and complex in nature.
- Ability to manage and communicate effectively with people navigating and understanding systems and processes associated with the NDIS.
- To ensure all documentation and communication is recorded in line with what the NDIS and the Y requirement and to a high standard.
- Ensure all NDIS processes are fulfilled including quotes, service agreements, service bookings, billing and other relevant NDIS systems.
- Continually seek opportunities to build the capacity of clients and their families.
- To have a strong understanding and adherence to NDIS and privacy legislation.

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- Operate as an effective and collaborative team member, contributing to team planning, work process improvements and day-to-day administration.
- Strong communication skills and mature levels of resilience with a growth orientated mindset, solution focussed problem solving style and agile approach to work.
- Internal and external reporting to be completed on-time and in full.
- Meet all other administrative requirements to ensure a high level of efficiency.
- Accept responsibility and follow up customer enquiry, responding as quickly as possible and delegate as required.
- Ensuring client information and all program systems are up to date and maintained including CRM system and all registers.
- Independently complete monthly reports, impact reporting and any unplanned requests.
- Ensure the collection of customer feedback is recorded and reported.
- Working in a variety of locations based on service requirements and client needs.
- Complete Support Coordination duties within current and relevant NDIS guidelines.
- Meet all financial targets and annual KPI's/ business planning requirements.
- Accurately complete general office administration and attend to other tasks as required.

KEY PERFORMANCE INDICATORS

KPI	Reference	KPI	Reference
Reporting.	Completing all reporting requirements in a thorough and timely manner	Planning, Targets and Accountability.	All PTA implemented and actioned
Maintaining Stakeholder Relationship.	High stakeholder satisfaction outcomes	Managing Compliance, Risk and Quality Standards.	All compliance requirements met
Business Plan and budget requirements.	A minimum of 75% of work time is billed	Maintaining a high Y-MAC compliance rating.	YMAC Fuel gauge

CAPABILITIES & ATTRIBUTES

- Able to provide advice, develop options, analyse risks, make good judgements, and solve problems which is attributed to application of knowledge.
- Able to develop highly effective working relationships by building credibility, respect, and rapport with internal and external networks.
- Ability to coordinate various functions and complete area support of a complex nature.
- Substantial component of staff supervision, development and ongoing support is required.
- Clear, concise, and excellent written communication skills.
- Creative, resourceful, and pragmatic with a positive 'can do' and solution-focused attitude.
- Emotional intelligence, personal resilience, and tenacity.
- Show initiative and exercise professionalism by contributing to a harmonious working environment that enhances work satisfaction and service delivery
- Model the organization's values and associated behaviours.
- Maintain a high level of discretion and confidentiality.

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KEY SELECTION CRITERIA

Qualifications (pre-employment conditions)

- Current Employee Working with Children Check and NDIS Worker Clearance Check.
- International Police Check if you have lived outside Australia in the last 5 years.
- Current First Aid (HLTAID011) and CPR (HLTAID009)
- Diploma in Community Services or Disability Services or equivalent as deemed by Y Whittlesea.
- A smartphone with internet access.
- Completion of the Y's Safeguarding Online training and NDIS Worker Orientation Module

Knowledge and Experience

- Strong experience in program coordination or case management within a Community Services industry.
- Comprehensive understanding of the NDIS legislation and rules including provisions relating to reasonable and necessary supports and Coordination of Supports.
- Demonstrate confidence in dealing with customers of different ages, cultures, ability levels and with different physical, social and communication needs.
- Current Drivers Licence and access to a reliable car.

CONDITIONS OF EMPLOYMENT

- May be required to comply with any mandated vaccination requirements as amended from time to time.
- Maintaining mandatory qualifications / requirements.
- Completion of induction as required (within first six weeks of employment)
- Comply with our [Safeguarding and Licensing Framework standards and our NDIS Practice Standards](#)
- Be able to work a flexible roster, including early mornings, nights and weekends if required.
- Attendance and active participation at Y meetings and training when requested.
- This position is subject to a probationary period in line with your employment contract.

MUST BE READ IN CONJUNCTION WITH THE Y WHITTLESEA'S MANAGEMENT AND COMPLIANCE LIBRARY, INCLUDING ORGANISATION POLICIES

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