

Fair Foundations

Position Description

Position Title:	Support Coordinator
Department:	Disability Services
Reporting to:	Head of Disability Services
Location:	Head Office, 25 Barbara Street, Fairfield NSW 2165; and locations in the Fairfield LGA and Greater Western Sydney
Award/classification:	Social, Community, Home Care and Disability Services (SCHADS) Industry Award – Classified up to Level 3 (pay point to be determined based on qualifications and experience).
Salary:	\$84k per annum plus 12% superannuation and benefits
Benefits:	▪ Generous salary packaging, up to \$18.5K per annum ▪ 17.5% Leave Loading ▪ Two Gifted Days per annum (pro-rata for PT) ▪ Employee Assistance Program (free counseling and mental health support) ▪ Discounts and Perks ▪ Career Development & Training ▪ Discounted Childcare services - 40% discount on out-of-pocket fees
Employment type:	Part-time
About Fair Foundations	
Born from the heart of the Fairfield community in 1973, Fair Foundations was founded by the people, for the people. Established by a group of volunteers who saw the urgent need to support migrants and refugees facing social isolation and disadvantage, we became a safe landing for our community, building trust through understanding and care. Today, we continue this work across Greater Western Sydney as a place-based organisation driving equity and community-led change, delivering programs that bridge language and cultural barriers, enable social inclusion, and empower the community to create solutions together. Guided by our love for humanity and social justice, we work to disrupt the cycle of disadvantage and help people find their place and forge a fair future. Our Purpose: We help people find their place and forge a fair future. Our Mission: Creating strong communities and fulfilling lives by disrupting the cycle of disadvantage in Fairfield and Greater Western Sydney. Our Vision: Empowered, inclusive, resilient, multicultural communities. Our Values: • Grit: We stay dedicated to supporting our communities in achieving their goals and aspirations. • Love: Love for humanity is at the heart of everything we do, treating every person with kindness, empathy, and respect. • Excellence: We are continuously improving to achieve outstanding outcomes and impact for our communities.	

- **Equity:** We ensure that every person has the support and resources they need to build a fulfilling life.
- **Integrity:** In everything we do, we are accountable, we are honest, we are responsible.

Primary Purpose of the Position

Reporting to the Head of Disability Services (HDS), the Support Coordinator (SC) is responsible for ensuring capacity building support for disability clients in accordance with their individual plans, and within a specialist disability framework necessitated by specific high-level risks in a client's situation.

The support provided focuses on individual goals, is time limited, identifies and addresses barriers and reduces complexity in the support environment. It upholds principles of community inclusion, independence, decision making, and personal choice and assists clients to connect with appropriate supports and build capacity and resilience. Support may involve developing an intervention plan that is implemented by Disability Support Workers. The incumbent will be responsible for maintaining client relationships and ensuring that clients have opportunities to explore and connect with the community as well as other support options.

Main Duties and Responsibilities

Support Coordination

- Establish respectful, person-centred and trauma-informed relationships with participants.
- Assist participants to understand their NDIS plan, how the NDIS works and the role of the Support Coordinator.
- Assess mainstream, community, informal and provider options, and choose preferred options or providers for clients.
- Negotiate services and agreed prices, then advise the Disability Administrative Assistant to prepare service agreements and schedule bookings with preferred providers.
- Arrange required assessments to determine the nature and type of funding required, including assessments for home modifications.
- Determine the budget for each support type and advise relevant plan managers of the allocation of funds.
- Liaise with plan managers to establish appropriate claim categories and attribute the correct amount of funding.
- Support participants to explore appropriate internal and external supports and services and connect with community and mainstream services.
- Establish and maintain links to mainstream or community services, including housing, education, transport and health.
- Coordinate mainstream, private and NDIS funded mental health – disability services.
- Enhance each participant's capacity to coordinate, self-direct and manage supports, participate in the community, resolve issues, understand service agreements, and change or end a service agreement.
- Assist participants to prepare for plan reviews, assess goal achievement, identify solutions to implementation issues, and consider new or progressive goals.
- Help participants identify actions to achieve goals relating to housing options and life transition planning.
- In collaboration with the HDS, ensure compliance with funding and reporting requirements.
- Meet billable target hours and provide weekly Support Coordination billable-hour reporting to Administration using the approved template.
- Ensure client case notes are clearly and promptly updated in the portal.

- Drive client acquisition and develop a Support Coordination caseload to meet budgeted KPI requirements

Work Health and Safety (WHS)

- Take all reasonable and practical steps to ensure the safety, health and welfare of oneself and all staff and clients in accordance with applicable legislation and relevant Fair Foundations' policies, procedures and guidelines.
- Intervene wherever unsafe work practices are observed and reports issues to the HDS as soon as practicable.
- In the event of a workplace accident, ensure that accident/injury reports are completed within a specified timeframe, ideally 24 hours.

Professional Responsibilities

- At all times, demonstrate a commitment and adherence to the organisation's Code of Conduct, Mission, and Vision, and model these behaviours within the culture of the team.
- Demonstrate a commitment to professional development.
- Always uphold the reputation of the organisation by modelling professionalism consistent with organisational values and vision.
- Communicate clearly and always maintain professional boundaries with clients, staff, families, and community members.
- Act non-judgmentally, sensitively and with understanding towards others.
- Acknowledge and respect differences in personal beliefs and values.
- Undertake other duties consistent with the position when required and / or requested by the CEO / COO.

Qualifications, Experience and Skills

Essential criteria

- Relevant qualification, such as a Certificate IV, Diploma or Advanced Diploma in Disability, Community Services, Mental Health, Welfare, Mental Health Peer Work or Counselling.
- Understanding of psychosocial support needs and ability to provide practical and recovery-oriented support for people highly regarded
- Sound knowledge of the National Disability Insurance Scheme (NDIS) Quality Standards and principles.
- Minimum three years' experience providing support coordination for people with complex needs.
- A current NDIS Worker Screening Check.
- A current Working with Children Check, or willingness to obtain one as soon as possible.
- Current First Aid and CPR certificates.
- Valid Class C NSW Driver Licence and access to a vehicle.
- High-level communication skills and capacity to work with culturally and linguistically diverse communities.

Knowledge, skills and attributes

- Experience implementing NDIS participant plans.
- Experience working with challenging behaviours, personal care and domestic duties.
- Ability to establish and maintain effective relationships with internal and external stakeholders.
- Commitment to Work Health and Safety and Fair Foundations Cultural Diversity Principles.

Key Relationships

Works under the supervision of the HDS and maintains appropriate, effective relationships with:

- Disability Support Workers.
- External stakeholders, including allied health professionals, community organisations,

- participants' families, advocates and support networks.
- Relevant internal stakeholders.

Extent of Authority

- Acts within the guidelines of this position description.
- Has freedom to act within established guidelines and instructions from the HDS to contribute to achieving Fair Foundations goals.

Working Conditions

Working conditions are as per employment contract.

- At Fair Foundations, the safety and wellbeing of every child is a shared responsibility we carry with care and purpose. We are committed to creating work environments where children and young people feel safe, respected, included and heard.

This commitment is embedded across all areas of our organisation, from leadership and policies to the everyday interactions we have with children, young people, and their families. It applies to everyone involved in our work, including staff, volunteers, students, contractors, families and members of the wider community.

- All employees must adhere to and act in accordance with all Fair Foundations policies, procedures and guidelines including but not limited to the Fair Foundations:
 - Code of Conduct
 - Work Health and Safety
 - Sexual Harassment and Victimisation
 - Bullying
 - Child Protection
 - Privacy and Confidentiality
 - Professional Boundaries
 - Feedback and Complaints
 - On-line Access to Cyber Safety
 - Vehicle Policy
 - Hybrid Work
 - Use of Artificial Intelligence Policy

Other Requirements

tbc

I have read and understood this position description and agree to comply with this position description. I understand that this position description will be reviewed and updated periodically.

Signed

Date

/ /

Please sign and return a copy of this PD to the People & Culture Team and keep a copy for your personal record.