



Position Description

Updated October 2026

Position Title: Support Coordinator Full Time
Services: Coordination of Support - NDIS
Location: Cranebrook
Reporting to: Operations Manager & Chief Executive Officer (CEO)
Minimum requirements: Working with Children's check, NDIS worker clearance.

ABOUT EMPOWERability Inc:

Empowerability Inc (EAI) desires for a world of complete equality for each individual with unlimited opportunities for total independence. We will consistently push the boundaries of what is possible and strive to inspire others in the community. EAI will embrace any change to our sector and will always look for creative and innovative solutions to any potential barriers. We will aspire to be an industry leader with a recognisable brand nationwide synonymous with high quality.

Our services provide a broad range of high-quality, flexible, support options tailored to meet the needs of individuals with disabilities or who are frail aged and their families/carers.

KEY OBJECTIVE OF THE POSITION:

To work closely with participants and their families to identify what current and future supports are required to make progress with a person's goals and aspirations and enable a good life.

To work with participants and their families to build capacity to exercise choice and control and support them to achieve their goals by building new community networks and accessing support and services in their community.

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The typical duties of this position include:

KEY RESPONSIBILITIES

- Working with participants and their carers to identify options to achieve their plan outcomes drawing on informal, mainstream and community supports as well as reasonable and necessary supports to be funded by NDIS
- Develop and maintain a comprehensive knowledge of a range of other NDIS service providers including their capacity to provide services to clients with different needs/challenges
- Present NDIS service provider information and options to clients and their families/carers to enable them to make informed choices
- Support implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports
- Assist NDIS participants to understand and complete Services Agreements with NDIS providers and facilitate the development of associated Support and Service plans within available funding
- Strengthen and enhance the participant's abilities to coordinate supports and participate in the community
- Ensure mainstream services NDIS providers meet their obligations (i.e. housing, education, justice, health)
- Where possible and appropriate, build the capacity of the participant to achieve greater independence to self-direct services and supports in the longer term
- Provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency
- To be responsible for maintaining accurate details of each instance of support coordination provided to participants, either face to face or via other media or research undertaken on behalf of a participant and ensure the instance is entered into the client management system (ShiftCare) to the closest 15 Mins. This must be completed at the end of each week to ensure correct information is received by the finance officer for invoicing a participants NDIS plan and that you are working within the funding levels associated with each participant.
- Ensuring each client has a current service agreement which is appropriate to their individual goals and funding levels.
- Coordinate external meetings with participants, significant others and providers and follow up any outstanding actions in a timely manner

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- Encourage and provide support to participants when lodging applications for reviews and follow up same with NDIA regarding outcomes and time frames etc.
- Work with other coordinators within EAI if applicable to provide appropriate and coordinated information for annual reviews
- Work with other support coordinators to review and accept or reject new referrals for service on the NDIS provider portal based on capacity and suitability to EAI.
- Provide feedback / input to any active reviews or proposed changes to the NDIS or other relevant systems and legislation
- Provide information to participants and carers on channels for feedback to the NDIS

GENERAL DUTIES

- To be an effective team member in the delivery of individualised services and assist in planning and providing a quality service to persons who have a disability and their families
- To liaise with other disability and community services, within the Hawkesbury, Blue Mountains, Penrith & other local government areas as required.
- Participate when required in any fundraising activities of EAI.
- Actively participate in scheduled formal supervision / staff support sessions with the Chief Executive Officer of EAI.
- To attend and actively participate in regular team meetings.
- Demonstrate a knowledge and understanding of Agency Policy and Practices
- Engage in networking and marketing for future NDIS funded participants that generate growth and business opportunities for EAI.
- Flexibility in work hours, including occasional out-of-hours to meet individual needs.
- Ensure that appropriate individual records and data on services is maintained via the organisations systems and that regular evaluations of individual needs and service delivery occur.
- Ensure that all individuals receive a copy of their agreements and are contacted on a regular basis, no less than monthly.
- Ensure that a written report is completed on any major complaints/issues or concern that an individual may have regarding any facet of service delivery. The complaint is to be logged on the complaints register, and the report is to be provided to the CEO.

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- Maintain individual records via the client management system (ShiftCare) and the EAI one drive, which will contain information including support bookings, notes, records of conversations, profiles, copy of complaints, assessments, reviews, referrals, NDIS information, correspondence sent and received in relation to the individual and any other relevant information.
- To liaise with other disability and community services to ensure that each individual's support needs are being met.

Other Duties

- Any administration duty as directed by the Chief Executive Officer or Operations Manager
- Carry out other duties in line with the philosophy and objectives of the organisation and as directed by the Management Committee.

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