



POSITION DESCRIPTION

Specialist NDIS Support Coordinator

Division: Support Coordination

Employment: Full Time

Reporting to: Support Coordination Manager

Remuneration Package Range: \$xx- \$xx per annum inclusive of all benefits and superannuation.

Primary Objectives

The Organisation:

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support for over 40 years. Our core services are to provide supports in-home, assistance with accessing the community, capacity building day programs and providing award winning accommodation for a short or long-term basis.

The Role:

Support Coordinators supports participants (often with complex needs or barriers) to pursue their goals by translating their NDIS plan into coordinated, workable supports and service arrangements.

Position Purpose:

The purpose of the Specialist Support Coordinator (SSC) is to assist NDIS participants with moderate support needs to effectively implement their plans by coordinating appropriate services, building their capacity for self-direction, and connecting them to NDIS-funded providers, mainstream, and community supports that align with their goals and preferences. This role focuses on practical plan activation, facilitating communication across providers, resolving barriers to service access, tracking budget utilisation, and empowering participants to develop confidence, independence, choice, and control over time while ensuring compliance with NDIS practice standards, reporting requirements, privacy obligations, and safeguarding protocols. Ultimately, the position enables participants to achieve meaningful outcomes, navigate the NDIS system more autonomously, and reduce reliance on intensive coordination support.



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<p>Key Selection Criteria</p>	<ol style="list-style-type: none">1. Demonstrated capacity for learning and confident proficiency in computers, and basic Microsoft packages;2. Demonstrated understanding of NDIA principles in relation to plan management, disability support services and the NDIS;3. Credible, organised, demonstrating ethical leadership skills;4. Demonstrated abilities to manage workload priorities.5. Demonstrated capacity to learn, implement and comply with SRS' financial and general administration activities and processes as directed under the NDIA rules, NDIS guidelines and SRS policy or procedure;6. Provision of an efficient and effective point of contact for existing and potential Plan Managed Participants;7. Ability to self-manage and prioritise tasks, demonstrating a systematic and organised approach to work;8. Maintain a high level of discretion and confidentiality, professionalism and service standards (internally and externally);9. Passionate about provision of high-quality person-centred supports;10. Ability to work autonomously within a small team and to build collaborative relationships which support administration processes;11. Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions.
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<p>Specific Accountabilities</p>	<p><u>Responsibilities</u></p> <p>These outline the primary duties aligned with NDIS Practice Standards for Specialist Support Coordination.</p> <ul style="list-style-type: none">• Assist participants to understand their NDIS plan goals, budgets, funding lines, and utilisation rules, including tracking expenditure and advising on sustainable use.• Identify, connect, and link participants to suitable NDIS-registered providers, mainstream services (e.g., health, education), and community supports that match their goals, preferences, and needs.• Coordinate day-to-day service arrangements, facilitate communication between multiple providers, and resolve practical barriers to plan implementation.
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- Build participant skills, confidence, and capacity for self-management, decision-making, and navigation of the NDIS system over time.
- Monitor plan progress toward goals, identify risks or issues early, and escalate complex matters
- Maintain accurate, participant-centred records, including service agreements, progress notes, and reports, while adhering to privacy, consent, and data protection requirements.
- Assist people and their families to understand the NDIS and services to achieve the support they require according to their plans
- Manage projects with minimal supervision.

Specific Tasks

These are practical, hands-on activities performed regularly in the role.

- Conduct initial and ongoing plan reviews with participants to map goals to supports and budgets.
- Schedule and attend Care Team on behalf of or alongside participants.
- Help participants submit claims, manage invoices, and reconcile budgets using NDIS portals or apps.
- Develop informal action plans or checklists to activate plan goals (e.g., trialling new therapies or community activities).
- Respond to incidents or safeguarding concerns per organisational protocols, including notifications to the NDIS Commission if required.
- Provide warm referrals and follow-up check-ins to ensure service continuity and participant satisfaction.
- Other duties as required

Occupational health and safety

- Work in a safe manner and adhere to all safe working procedures and practices;
- Report all workplace injuries or incidents via the incident reporting system within reasonable and practical timeframe;
- Not wilfully place at risk the health or safety of any person in the workplace.



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	<p><u>Key results areas/outcomes</u></p> <p><u>Contemporary attitude to disability</u></p> <ul style="list-style-type: none">• Positive contemporary attitudes to people with disability.• Understanding and knowledge of disability and its impact on individuals.• Experience with supporting people with a disability to maximise participation in community. <p><u>Systems</u></p> <ul style="list-style-type: none">• Competency, or ability to develop competency, in consistently applying assessment tools to identify support needs.• Competency with IT systems. <p><u>Communication</u></p> <ul style="list-style-type: none">• Adaptable communication and interpersonal skills.• Experience in building relationships both with internal and external stakeholders.• Able to engage in negotiation if dealing with external providers. <p><u>Collaboration</u></p> <ul style="list-style-type: none">• Ability to work within the team and adapt quickly to a changing environment.• Ability to work closely with the participant and their carer/s. <p><u>Service Orientation</u></p> <ul style="list-style-type: none">• Commitment to achieving positive outcomes for NDIS participants and the Scheme.• Ability to respond to and prioritise competing and often urgent requests in a calm and efficient manner while also maintaining high work standards and accuracy.• Ability to manage confidential and sensitive information.• Ability to synthesise and analyse information and make decisions. <p><u>Leadership</u></p> <ul style="list-style-type: none">• Ability to provide a mentor role within the team.• Be part of a great team who value their employees and professional development.
	<p><u>Qualification/ Experience</u></p> <ul style="list-style-type: none">• Holds (or is enrolled in) a Certificate IV in Ageing, Disability, Community Services, Social Work, Mental Health, or another



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Conditions of Employment

qualification relevant to support coordination under NDIS Practice Standards.

Equivalent professional qualifications accepted:

- Bachelor's degree or higher in Social Work, Psychology, Occupational Therapy, or Allied Health.
- Certificate IV in Disability or Community Services (with demonstrated experience).
- Background and understanding of service delivery, particularly within regional and geographically remote areas.
- Strong communication skills, including the ability to lead a geographically dispersed team.
- Demonstrated positive and flexible approach, including the ability to work effectively and drive performance within a rapidly changing environment

Employment Conditions

The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures.

- **Probationary Period** - The first three (3) months of your employment is a probationary period. A Qualifying Period of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.
- **Victorian Working with Children Check** – All appointments are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.
- **NDIS Worker Screening Clearance** (if engaging in a Risk Assessed Role) – NDIS Worker Screening clearance includes Police Record Check,
- **Police Record Check** – ONLY if NDIS Worker Screening Check is not needed for the role.
- **Disqualified Carer Checks - Victoria Carer Register** (ONLY for staff who are supporting Children UNDER 18 YEARS funded through DFFH – Victoria),
- **Current Driver's License,**
- **Two (2) Professional References,**
- **Occupational Health & Safety** – To adhere to SRS OH&S policies, procedures and guidelines at all times.



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- **Smoke free environment** – All SRS sites/properties are a smoke free environment. If you smoke you must organise unpaid breaks and adhere to the SRS policy.
- **Qualifications** - The successful applicant will be required to substantiate formal qualifications.
- **Remuneration** - is according to an Individual Contract with Salary Packaging included.
- **Training** - All employees are required to undertake training as deemed by Managers that is appropriate to their position, responsibilities and needs,
- **Fundraising** – Fundraising is an integral function at SRS. All staff is required to assist and be actively involved in volunteer events and functions and lead by example at all times,
- **Hours and Place of Employment** - Making appointments with participants and their representatives to suit their individual needs will require flexibility in working hours and locations. It is recommended that meetings are conducted at a location agreed by both parties. Hours include office based administration hours and direct contact hours in the field providing supervision, mentoring and training plus meeting and greeting families and the people we support.