

## Support Coordinator Position Description



<b>Position title:</b>	Support Coordinator
<b>Position type:</b>	Permanent, Full-time
<b>Location:</b>	Chatswood
<b>Reports to:</b>	Support Coordination Lead
<b>Award / agreement:</b>	SCHADS Award Level 3
<b>Date:</b>	April 2025

### Organisational Overview:

The Housing Connection specialises in providing disability services to adults with intellectual and other disabilities and supports them to live valued and rewarding lives in the community.

Our mission is

- To support people who have intellectual and other disabilities to live fulfilling lives in the community, as independently as possible
- Place the people whom we support at the centre of all we do. Their unique and individual needs determine the services we deliver
- Support, train and value staff to make this Mission real.
- Manage ourselves responsibly to ensure our long-term viability.

As a nonprofit organisation, we are committed to delivering services that reflect our core values of Social Justice, Passion, Integrity, Social Inclusion, Respect and Effectiveness

### Purpose and Scope:

The Support Coordinator plays a vital role in assisting people with disability to implement and get the most out of their NDIS plans. The primary purpose of this role is to support participants in achieving their goals and enhancing their independence and capacity over time. This involves delivering high-quality, person-centred support that is tailored to each individual's unique needs and aspirations.

The Support Coordinator will provide clear and accessible advice and information to participants, empowering them to make informed choices and take greater control over their supports. They will work collaboratively with participants, their families, service providers, and wider community networks to ensure coordinated service delivery and meaningful outcomes. The role also involves fostering strong partnerships across disability and mainstream sectors and encouraging innovative, creative approaches to overcome challenges and enhance participant outcomes.

### Core Responsibilities:

<b>AREA:</b>	<b>RESPONSIBILITY:</b>
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## Support Coordinator Position Description



<b>Quality Service Delivery</b>	<ul style="list-style-type: none"><li>• Promote and uphold the rights, dignity, privacy, and confidentiality of clients in all aspects of service delivery.</li><li>• Demonstrate a person-centred approach by understanding and responding to each client's unique needs, preferences, and lived experiences.</li><li>• Respect and support each client's right to make informed choices and take control over their own supports.</li><li>• Assist clients to access the supports and services required to pursue their NDIS goals, enhance wellbeing, and increase independence.</li><li>• Collaborate with clients and their families to identify and work toward meaningful goals and outcomes.</li><li>• Facilitate the development of community connections and inclusive opportunities that promote active participation and social inclusion.</li><li>• Provide accurate, timely, and relevant information to clients and their families regarding available community resources and access pathways.</li><li>• Empower clients through capacity-building approaches that encourage self-direction and resilience in problem-solving.</li><li>• Guide clients and their families in understanding, negotiating, reviewing, and ending service agreements as needed.</li><li>• Monitor the delivery and effectiveness of supports, ensuring alignment with each client's NDIS plan, funding allocations, and intended outcomes.</li><li>• Deliver support coordination services in a way that maximises the use of participants' funding and aligns with their individual budgets and goals.</li><li>• Adhere to NDIA operational guidelines, ensuring clients make informed and effective use of their plans.</li><li>• Collaborate with internal teams to share insights, identify preferred providers, and leverage best practices for the benefit of clients.</li><li>• Assist clients in developing and managing an annual plan budget that aligns with their goals and promotes financial sustainability.</li><li>• Participate in ongoing professional development, supervision, and performance evaluation to maintain high standards of practice.</li><li>• Expand knowledge of relevant theories, frameworks, and policies in the disability sector, including Social Role Valorisation (SRV) and human rights perspectives.</li><li>• Support the adoption of new ICT systems, outcome measurement tools, and other continuous improvement initiatives to enhance service quality and efficiency.</li></ul>
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<b>Accountability &amp; Reliability</b>	<ul style="list-style-type: none"><li>• Monitor participant funding usage and raise any concerns regarding funding shortfalls or support needs with the relevant supervisor.</li><li>• Ensure that current, valid service agreements are in place for all participants and align with NDIA requirements.</li><li>• Maintain accurate and up-to-date records of all services delivered and claimed, ensuring transparency and accountability.</li><li>• Ensure support coordination hours are delivered, recorded, and submitted for processing on a fortnightly basis.</li><li>• Receive and actively engage with supervision, guidance, and professional development opportunities to support continuous improvement.</li><li>• Perform all duties in accordance with The Housing Connection's mission, values, and strategic objectives.</li><li>• Contribute to the ongoing review and refinement of organisational systems, policies, and procedures to support service quality and compliance.</li><li>• Participate in internal &amp; external audits, evaluations, and monitoring activities to ensure service delivery aligns with NDIS standards and best practices.</li><li>• Work in a manner that supports the health, safety, and wellbeing of clients, staff, visitors, and community members, in line with WHS legislation and The Housing Connection's WHS policies.</li><li>• Participate in hazard identification, risk assessments, and injury management procedures, adhering to the THC's WHS and safe work practices.</li><li>• Support and participate in emergency procedures, including evacuation drills as required.</li><li>• Ensure each participant has an individualised risk assessment, with known risks identified, documented, and appropriately managed.</li><li>• Ensure full implementation and adherence to workplace health and safety (WHS) policies and procedures.</li><li>• Maintain and regularly update a register of preferred providers to support participant choice and informed decision-making.</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Work collaboratively, constructively and engage actively with stakeholders to develop and maintain beneficial client relationships and to support their outcomes, appropriate to each clients' needs and wants.</li><li>• Establish and nurture constructive working relationships with external service providers to support positive client outcomes.</li></ul>

## Support Coordinator Position Description



	<ul style="list-style-type: none"> <li>Engage proactively and professionally with stakeholders, tailoring communication to meet the diverse needs, goals, and preferences of each participant.</li> <li>Foster a positive, solution-focused team environment by contributing to open, honest, and respectful communication within the team.</li> <li>Participate in THC meetings and forums, sharing and receiving information on various topics.</li> <li>Represent The Housing Connection with professionalism and integrity in all interactions with clients, families, external providers, and community stakeholders.</li> <li>Manage complaints from stakeholders in a timely, respectful, and solution-oriented manner, in accordance with The Housing Connection's policy.</li> <li>Identify and pursue promotional and cross-referral opportunities that align with participants' needs and enhance service reach.</li> <li>Support The Housing Connection's visibility and reputation through involvement in networking events, promotional activities, and public speaking engagements as required.</li> </ul>
<b><i>Other duties as directed from time to time within your skills range and capacity.</i></b>	
<b>Qualifications and Experience:</b>	
<b>Mandatory requirements:</b>	<ul style="list-style-type: none"> <li>Minimum five years' experience working with people with disability and their families in community settings Or Social Work or other equivalent qualification with two years relevant work experience.</li> <li>NDIS Worker check</li> <li>Demonstrated understanding of the NDIA and the disability and community services sector.</li> <li>Demonstrated problem solving capacity</li> <li>Excellent interpersonal and communication skills</li> </ul>
<b>Desirable experience:</b>	<ul style="list-style-type: none"> <li>Specific experience in supporting adults with intellectual, psychosocial disability and those with complex support needs.</li> <li>Experience in a similar role.</li> </ul>
<b>Behavioural Competencies:</b>	
<b>COMPETENCY:</b>	<b>EXPECTATION:</b>
<b>1. Organisational Vision &amp; Values</b>	<ul style="list-style-type: none"> <li>significant working knowledge of human rights based approaches in the disability sector and the individual and community identity and context;</li> <li>significant knowledge of the role, vision, mission and values of the organisation;</li> </ul>

## Support Coordinator Position Description



	<ul style="list-style-type: none"> <li>• understands and can demonstrate sector direction and the organisation's strategic plan;</li> <li>• exemplifies the core values in work on an ongoing basis;</li> <li>• encourages sector and organisation approach and values in other team members;</li> <li>• shares stories of those exemplifying the core values in their behaviour;</li> <li>• recognises those who exemplify the core values.</li> </ul>
<b>2. Collaboration &amp; Teamwork</b>	<ul style="list-style-type: none"> <li>• actively facilitates relationships between teams to ensure the achievement of organisational goals;</li> <li>• personally collaborates with peers to achieve organisational goals;</li> <li>• leverages information appropriately;</li> <li>• takes proactive measures to understand the goals of counterparts;</li> <li>• facilitates communication across business teams;</li> <li>• promotes a culture of teamwork and open communication within own function;</li> <li>• prioritises business / team goals over own goals.</li> </ul>
<b>3. Interpersonal Effectiveness</b>	<ul style="list-style-type: none"> <li>• varies communication style and/or method to enhance audience understanding;</li> <li>• uses body language to support the verbal message;</li> <li>• checks for understanding when delivering information to others;</li> <li>• communicates opinions, ideas and/or facts clearly to internal and external stakeholders;</li> <li>• presents information and ideas clearly and confidently in a group situation;</li> <li>• uses well researched &amp; logical arguments;</li> <li>• able to resolve conflict;</li> <li>• explores the needs and ideas of others and seeks their input;</li> <li>• identifies points of agreement and/or disagreement;</li> <li>• seeks common understanding;</li> <li>• identifies additional people / facts to support their ideas.</li> </ul>
<b>4. Client Service Focus</b>	<ul style="list-style-type: none"> <li>• keeps abreast of competitor services;</li> <li>• develops services that anticipate client needs;</li> <li>• measures levels of client satisfaction;</li> <li>• evaluates/interprets levels of client satisfaction;</li> <li>• regularly analyses changing client profiles to ensure optimal solutions;</li> <li>• operationalises client service values through policies and/or procedures.</li> </ul>
<b>5. Sustainable Mindset</b>	<ul style="list-style-type: none"> <li>• establishes quality criteria/ policies / procedures;</li> <li>• ensures that the business complies with standard procedures;</li> <li>• identifies systemic quality issues;</li> <li>• takes responsibility to correct problems that relate to quality;</li> <li>• understands the financial drivers that influence the business;</li> <li>• keeps abreast of market/industry changes;</li> </ul>

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	<ul style="list-style-type: none"><li>• understands team interdependencies across the business;</li><li>• understands the organisation's structure and/or systems;</li><li>• uses the organisation's structure and/or systems to get things done.</li></ul>
<b>6. Leadership</b>	<ul style="list-style-type: none"><li>• uses the organisational vision and values to promote the image and lead by example;</li><li>• seeks to understand goals and challenges of other teams;</li><li>• coaches and inspires team members;</li><li>• Encourages and supports employees to achieve performance and development goals;</li><li>• creates strategy around objectives to assist wider organisation in delivery;</li><li>• best practice approach in all they do;</li><li>• benchmarks industry market trends.</li></ul>

### Agreement:

I understand the requirements of this position and of working at The Housing Connection, and will fulfil my obligations to do the tasks I have been assigned plus other duties as reasonably directed, to meet the ongoing needs of the organisation. I understand and will adhere to the code of conduct, confidentiality agreement and work health and safety obligations.

Employee name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_