



Position Description: Senior Support Coordinator

Department: Community & Capacity
Reports to: Manager, Support Coordination
Location: Any Deaf Connect office

POSITION PURPOSE:

This role provides high-level coordination of services and supports for Deaf and hard-of-hearing individuals. The Senior Support Coordinator will also mentor and support team members to ensure excellence in service delivery, advocate for clients’ needs, and promote capacity building and independence among clients.

POSITION – KEY RESULT AREAS

Accountability [1-4]

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

Support Coordination

- Manage a caseload of complex cases, providing high-level support coordination to clients. [1]
- Mentor and guide Support Coordinators to deliver person-centered, high-quality services in line with client goals. [2]
- Provide expert advice and solutions for complex cases and high-risk situations. [2]
- Ensure compliance with NDIS guidelines and Deaf Connect’s policies and procedures. [2]
- Facilitate referrals to internal and external services as required, ensuring clients’ needs are prioritized. [1]
- Assist clients in understanding their goals and identifying actionable steps for achievement, including translation between English and Auslan where required [1]
- Provide services face-to-face or virtually through various online platforms, ensuring timely and efficient delivery. Travel to various locations may be required as directed by management. [3]
- [1]

Leadership and Collaboration

- Support the Manager of Support Coordination in ensuring the team’s goals are met, escalating accordingly when KPI’s are at risk of not being met. [3]
- Participate in strategic planning discussions and contribute to team and organizational goals. [3]
- Act as both a peer mentor and a formal supervisor when required, ensuring [2]

team cohesion and performance.

- Lead team knowledge-sharing sessions and contribute to continuous improvement initiatives. [2]

Capacity Building

- Build clients' capacity to understand and implement their NDIS plans, promoting independence and self-advocacy. [2]
- Collaborate with clients to set and achieve short- and long-term goals, empowering them to access appropriate services and supports. [3]
- Identify opportunities for clients to connect with community services and programs that enhance their social and economic participation. [2]

Team Development and Support

- Provide ongoing mentoring and support to team members to develop their skills and knowledge. [3]
- Assist in onboarding new Support Coordinators, including training on best practices and processes. [3]
- Encourage knowledge sharing and continuous improvement. [3]
- Act as a point of escalation for team members and clients, ensuring swift resolution of issues. [2]
- Support tracking of team performance metrics and KPIs, including:
 - a. Success in mentoring and development of team members. [3]
 - b. Staff retention and engagement levels. [3]
 - c. Effective resolution of high-risk cases. [2]

Service Quality and Compliance

- Maintain accurate, detailed case notes and ensure all documentation meets NDIS and Deaf Connect standards. [1]
- Monitor and report on client outcomes and team performance metrics. [3]
- Support audits and quality assurance activities, ensuring the team adheres to compliance requirements. [3]
- Stay informed of policy changes, industry developments, and community needs to inform service delivery improvements. [1]

Operational Contributions

- Collaborate with the Manager, Support Coordination, to develop and implement service delivery improvements. [3]
- Participate in strategic planning discussions and contribute to team and organizational goals. [3]
- Assist in the development of resources and tools to enhance service delivery. [2]

General Responsibilities

- Other duties, as directed by either the General Manager or your line manager. [3]

- Lead and/or contribute to the review of workplace health and safety procedures, including investigation of incidents and critical incidents, as well as the management of identified hazards. [1]
- Lead and/or contribute to the development and review of Deaf Connects quality management systems and work withing the relevant parts. [3]
- Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury. [1]
- Contribute knowledge in establishing procedures within the Community & Capacity department and Organisation. [2]

DECISION MAKING

Decisions

- Any purchases made by staff, including those for training, require approval from management

Recommendations

- Recommendations and assist in service provision
- Identify service gaps and needs within Region
- Contribute to the Team’s Operational Plan

PRIMARY RELATIONSHIPS

Internal

General Manager, Community & Capacity Manager, Support Coordination Support Coordination Team Community & Capacity team members All Service Departments

Purpose / Relationship

Strategic directions, support and advice Reporting, strategic guidance, and collaboration Mentorship, support, and collaboration Cross-functional collaboration Support and advice

External

Members of Deaf Community and Hard of hearing Individuals and their families NDIS, Government and Community Organisations

Purpose / Relationship

Consultation, support, collaboration Collaboration, support, advice

Persons/functions that report to this position

Nil

Role / Relationship

KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

[N] None [L] Little need [D] Desirable
[M] Moderate [I] Important [C] Critical

	N	L	D	M	I	C
Leading					*	
Innovating						*
Planning						*
Organising						*
Patience & Friendliness					*	
Customer/Client Orientation						*
Financial Acumen					*	



Administration					*	
Auslan					*	
Professionalism					*	
Acceptance					*	
Problem Solving						*
Deciding						*
Implementing						*
Communicating						*
Flexibility						*
Consulting						*
Participating						*

SELECTION CRITERIA

Essential

- Demonstrated experience in support coordination, case management, or a similar role.
- Strong understanding of the National Disability Insurance Scheme (NDIS) and relevant guidelines.
- Proven ability to manage complex cases and high-risk situations.
- Experience mentoring and supporting staff to achieve performance goals.
- Excellent organizational and problem-solving skills.
- High-level communication skills.
- Strong interpersonal skills with a client-centered approach.
- Completed NDIS Worker Orientation and NDIS Worker Screening Check (or commitment to obtain).
- Drivers License and ability to travel.
- Extensive knowledge of, and awareness of the Deaf community and culture.
- Experience working in the Deaf or disability sector.

Desirable

- Fluency in Auslan.
- Knowledge of issues affecting regional and remote service delivery.
- Background in capacity building and community engagement.

Please sign below your agreement of the above position description



(Please Print Name)

(Signature)

(Date)