



Position Description

Support Coordinator

Department: Community & Capacity
Reports to: Manager, Support Coordination
Location: Various

POSITION PURPOSE:

The Support Coordinator is responsible for proactively assisting Deaf, Deafblind, and hard-of-hearing clients in utilising and managing their NDIS plans. This includes supporting clients in achieving their long-term goals and fostering independence through capacity-building activities.

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

- Collaborate with clients to review and manage their NDIS plans, ensuring timely service delivery and effective use of available supports. [2]
 - Assist clients in understanding their goals and identifying actionable steps for achievement, including translation between English and Auslan where required. [3]
 - Research, coordinate, and manage a range of supports tailored to clients' needs across multiple providers and platforms. [3]
 - 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. [2]
 - Maintain and nurture relationships with other service providers to promote coordinated and seamless service delivery for clients. [1]
- [2]

Community Engagement and Networking

- Facilitate the development of community connections for Deaf and hard-of-hearing individuals and their families. [3]
- Represent Deaf Connect and participate in relevant interagency meetings. [1]
- Liaise and collaborate with key stakeholders to establish mutual goals and strengthen service linkages. [2]

- Promote community awareness of available services and support options. [4]

Compliance

- Maintain current knowledge of NDIS and NDIA legislative requirements to ensure all services adhere to NDIS and NDIA standards. [1]
- Ensure timely and accurate completion of service agreements and related tasks, maintaining audit-ready documentation. [1]
- Complete all forms of reporting, including progress reports, incidental reports, and evidence collection, in adherence to company and NDIA standards. [1]
- Adhere to company policies, ensuring compliance with all relevant legal and regulatory frameworks. [1]
- Participate in ongoing professional development to remain informed about changes in legislation and best practices. [1]

Administration

- Track, monitor, and report hours against each client's allocated budgets. [1]
- Maintain accurate records and progress reports on clients' NDIS goals. [1]
- Complete case notes in a timely and accurate manner, following company policy and procedures. [1]
- Manage and resolve billing issues promptly, escalating where necessary. [3]
- Provide administrative support for meetings, including preparing documentation and recording outcomes. [3]

General

- Undertake other duties as directed by the General Manager or line manager. [3]
- Comply with Deaf Connect's workplace health and safety policies, ensuring a safe work environment for self and others. [1]
- Contribute to the continuous improvement of Community & Capacity Department and the organisation by sharing knowledge and participating in quality initiatives. [3]
- Understand and work within the relevant parts of Deaf Connect's quality management system. [1]
- Assist in establishing and improving procedures within Community & Capacity Department. [3]



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

Internally in Deaf Connect

General Manager, Community & Capacity Manager, Support Coordination

All Support Coordination Team Members

All Community & Capacity Team Members

All Service Departments

External to Deaf Connect

Members of Deaf Community and Hard of hearing Individuals and their families

NDIS, Government and Community Organisations

Persons/functions that report to this position

Nil

Purpose / Relationship

Strategic directions, support and advice

Line management, strategic directions, support and advice

Support and advice

Support and advice

Support and advice

Purpose / Relationship

Consultation, support, collaboration

Collaboration, support, advice

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
Innovating						*
Planning						*
Organising						*
Financial Budgeting					*	
Customer/Client Orientation						*
Administration						*
Auslan						*
Vision					*	
Data Gathering					*	
Evaluation					*	
Problem Solving					*	
Deciding					*	
Implementing						*
Communicating						*
Flexibility						*
Negotiating						*
Consulting					*	
Participating						*

SELECTION CRITERIA

Essential

- Demonstrated knowledge and application of the National Disability Insurance Scheme (NDIS), The National Disability Insurance Agency (NDIA) policies, Disability Inclusion Act 2014 and other relating legislative requirements pertaining to the role, within the workplace.
- Experience working within the disability sector.
- Experience working in a Support Coordinator, or similar role.
- Extensive knowledge of, and awareness of the Deaf community and culture.
- Passionate about provision of high-quality person centred supports for our Deaf and hard of hearing individuals
- Intermediate to advanced proficiency in using Microsoft Office, especially Microsoft Excel.
- Excellent computer literacy and confidence and capable in using various systems and online platforms.
- High level of numeracy and literacy skills.



- Effective communication and interpersonal skills
- Ability to work both independently and as a part of a team
- Ability to build and maintain strong community connections and relationships with service providers, individuals and/or families/ carers.
- Completed NDIS Worker Orientation and NDIS Worker Screening Check (or commitment to obtain).
- Drivers license and the ability to travel where required.

Desirable

- Fluency in Auslan.
- Relevant qualification such as a minimum of Cert IV in Disability Services.

Please sign below your agreement of the above position description

(Please Print Name)

(Signature)

(Date)