

Position Description

Support Planner

Department: Therapy and Family Services (TAFS)

Reports to: General Manager, TAFS

Location: Townsville or Brisbane (Yeerongpilly)

Position Purpose:

The Support Planner is responsible for working with families and the Therapy and Family Services staff to organise and implement NDIS services based on individual participant needs. This position is responsible for customer and NDIS ECEI Partner/LAC communication.

Position – Key Results Areas

The support planner assists participants to access individualized and timely allied health and family mentor supports as per their NDIS plans.

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

Duties

Operational Management

- Work in partnership with participants and families to develop individualised plans for allied health services under NDIS funding. [1]
- Liaise with allied health staff to determine service capacity and coordinate timetables (including car rosters, where required). [1]
- Draft detailed Service Agreements and input service bookings accordingly. [3]
- Collaborate with NDIS partners (e.g. ECEI, Early Childhood Approach, LACs), Plan Managers, and Support Coordinators to support participant needs and ensure continuity of services. [1]
- Support participants and families in preparing for NDIS plan reviews. [1]
- Provide service quotes and assist in resolving aged debt with participants. [1]
- Manage the waitlist across allied health disciplines, including occupational therapy, physiotherapy, psychology, and Teachers of the Deaf. [1]
- Coordinate internal referrals and oversee client cancellation records. [1]
- Collaborate with the Administrative Assistant to ensure Service Agreements are recorded accurately and support arrangements are implemented as planned. [1]
- Transfer relevant information to the relevant leadership staff (e.g. Clinical Manager, Family Services Lead, or Team Leads) and the General Manager to ensure accurate implementation and service delivery [1]
- Maintain accurate records and provide monthly service data to the General Manager, including referrals, onboarding, renewals, discharges, and other relevant metrics. [1]

- Identify any relevant medical alerts (e.g. anaphylaxis, epilepsy, asthma) and ensure medical action plans are obtained, recorded, and kept up to date. [1]
- Recommend and support continuous improvement in service delivery and administrative processes [3]
- Assist with client file archiving as required. [1]

General

- Contribute effectively as a team member, collaborating with internal and external stakeholders to deliver high-quality, individualised support. [1]
- Actively participate in training and professional development to maintain knowledge of current best practices. [1]
- Comply with Deaf Connect policies and procedures, including those related to workplace health and safety, privacy, and confidentiality. [1]
- Promote and support team compliance with WHS standards. [1]
- Participate in organisational committees and initiatives as directed, including the NDIS Community of Practice where relevant. [1]
- Provide input and support for TAFS plans, projects, and service innovations as directed by the General Manager. [1]
- Maintain working knowledge of administrative processes (including billing, Cliniko, and invoicing) to provide coverage when required. [1]
- Perform other duties as directed by the General Manager, Therapy and Family Services. [1]

DECISION MAKING

Decisions

Taking appropriate action in relation to urgent matters that may arise, ensuring the safety of self, staff and clients.
Working within the operational plan.

Recommendations

Policy and operational procedures and the improvement of overall efficiency of services provided by the TAFS team.

PRIMARY RELATIONSHIPS

Internal

General Manager, Therapy and Family Services
Lead therapists (Clinical Manager, Team Leads, Coordinator, NQ Manager)
Therapy team members
Administrative Assistant
Deaf Connect staff

Purpose / Relationship

Strategic direction, line management, advice and support
Support, liaison and collaboration
Support, liaison and collaboration
Support, collaboration, advice
Organisational support and advice

External

Members of the DHH Community and individuals
Family and community members
NDIA, LACs, ECEI/Early Childhood partners
Support Coordinators, Plan Managers, community organisations

Purpose / Relationship

Consultation, advice and support
Consultation, advice and support
Liaison, information and consultation
Liaison, information and consultation

Positions that report to this role

Nil

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						*
Patience and Friendliness						*
Customer/Client Orientation						*
Financial Acumen				*		
Administration					*	
Auslan			*			
Professionalism						*
Acceptance						*
Problem Solving						*
Deciding					*	
Implementing						*
Communicating						*
Flexibility						*
Consulting						*
Participating						*

SELECTION CRITERIA

Essential

- Excellent communication and interpersonal skills, with the ability to engage effectively with a range of internal and external stakeholders.
- Strong attention to detail and well-developed organisational skills, including accurate documentation, data entry, and effective time management.
- Understanding of the needs and experiences of Deaf and hard of hearing children and their families.
- Professionalism, patience, and cultural sensitivity when working with individuals and families from varied backgrounds.
- Current Queensland Blue Card and NDIS Worker Screening Card.
- Completed NDIS Worker Orientation Module.

Desirable

- Auslan or willingness to learn Auslan.
- An understanding of NDIS processes.

Please sign below your agreement of the above position description



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Print Name

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Signature

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Date