| **Overview** | | | | |
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| **Position title** | Support Coordinator | | | |
| **Location** |  | | | |
| **Direct report** | Director | | | |
| **Employment details** | ☐ Full-Time | ☐ Part-time | ☐ Casual | ☐ Contractor |

| **Position Description** |
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| Support coordinators work in developing personalised support strategies, connecting clients and their families to NDIS providers, and coordinating support plans. The goal of a support coordinator is to assess the level of support needed for each individual, based on their goals, needs and circumstances. |

| **Responsibilities and Duties** |
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| * Develop, implement, and continuously refine personalised support strategies that cater to the unique needs, goals, and aspirations of individuals with disabilities. * Facilitate the seamless connection of individuals and their families to the NDIS, ensuring they can access the support they require. * Collaborate with individuals and their support networks to design and coordinate comprehensive support plans that are effective and aligned with the participant's objectives. * Stay at the forefront of industry developments and emerging best practices to ensure that support strategies are innovative and reflective of evolving needs. * Maintain participant health records and documentation according to Busy Home Solutions' policies. |

| **Knowledge and skills** |
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| * Demonstrated expertise in disability support and an in-depth understanding of the NDIS framework. * Exceptional communication and interpersonal skills, with a focus on empathy and client-centered care. * Experience with case management and coordination is preferred * Ability to work independently and as part of a team. * The ability to build and maintain rapport with participants. |

| **Qualifications/Experience** |
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| * A certificate III or IV in individual support, or a diploma in community services is advantageous * Six months experience as a support worker/coordinator. * Passport and Driver’s Licence. * Working with Children Check. * NDIS Worker Screening Check (NDISWC). * Completion of the NDIS Worker Orientation Program and Supporting People to Stay Infection-Free module. |

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_/\_\_\_/\_\_\_