|  **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.
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| **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.
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| **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.
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