



POSITION DESCRIPTION – NDIS Support Coordinator

Part 1 – Expectations for Your Role

Position	NDIS Support Coordinator
Service / Program	NDIS
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader Support Coordination
Effective Date	July 2025

Key Deliverables

- A professional, timely and appropriate level of service is provided to customers with a range of disability, and they are receiving the care and support they need resulting in positive experience.
- Capacity of customer, families and carers is built to enable them to make informed decisions.
- All hours of Coordination of Supports are recorded and claimed against individual NDIS plans.
- Meets Key Performance Indicators (KPI's).
- Actively seeks support and secondary-consultation where required.
- Follow up on all enquiries in a responsive and timely manner.
- High degree of satisfaction is recorded in customer feedback surveys, demonstrating that customer's lives have been enhanced and they have been able to reach their goals feeling better connected to the community.
- Increased independence skills in customers who are not able to coordinate their own plan and services.
- Wherever possible, provide capacity building opportunities for the customer to be upskilled in the management of their plan and coordination of their supports.
- Reports are provided to NDIA with the relevant paperwork as directed in the plan.
- Maintain all customer data and provision of ongoing reports regarding engagement strategies and a list of 'at risk' customers and mitigation strategies to prevent loss of customer and income.
- All client data is captured in Each customer management system, Carelink+.
- Conflict of interest policies and processes are always followed.
- Attendance and active participation in supervision and team meetings.
- All organisation and accountability requirements are met in a timely and participatory manner and to a high standard.
- Active participation in training, staff development opportunities, and the performance review process.

Skills

- Excellent written and verbal communication
- Exceptional customer service skills and ability to adopt a person-centred approach when working alongside people with disabilities.
- Efficient time management and prioritisation skills.
- High level of computer literacy and ability to use several online systems.
- Ability to actively contribute to and share knowledge within a transdisciplinary team.
- Highly developed people and relationship building skills.
- Excellent active listening and interpersonal skills.
- Ability to work with people with different cultural backgrounds, languages and customs.
- Ability to utilise negotiation, conflict resolution and creative problem-solving techniques in service delivery.



- Demonstrated experience working in clinical, educational or community-based disability, mental health or early childhood intervention services or related fields.
- Experience in dual-disability and/or Lived experience with a disability or experience caring for someone with a disability will be highly regarded.
- Demonstrated experience in community participation and case coordination for individuals with complex psychosocial and/or disability needs.

Experience and Knowledge

- **High-Volume Recruitment:** Experience working in a fast-paced, high-volume environment, managing multiple processes simultaneously.
- **Large or Complex Organization:** Experience working within a large or complex organization, navigating its structures and processes efficiently.
- **Sector Knowledge:** Appreciation and understanding of the not-for-profit or health sector, with awareness of disability-specific needs and NDIS compliance requirements.

Qualification/Registrations/Licences (Mandatory only)

- Diploma or higher tertiary qualifications in a relevant health or human service-related discipline and/or equivalent.
- Satisfactory National Police Check and Working with Children Check to be maintained in accordance with EACH policy.
- A cleared NDIS Worker Screening Check prior to commencement of employment.
- Current state-based driver's license.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel to/from customer homes and community settings.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.