

Position Title: **Support Coordinator**










Reports To: Manager, Allied Health

Direct Reports: NIL





### Primary Purpose

The role of a support coordinator is to assist clients to understand and use their NDIS plans to pursue their goals within their allocated funding. You will be required to assist your clients to connect with NDIS providers within their community and other relevant mainstream or government services. Your role will also include building your clients confidence and skills to use and coordinate their supports while developing their capacity and resilience to navigate crises situations which may occur.






### Key Responsibilities:

-  Intake of new participants, ensuring all documentation/compliance is provided to administration for entering into the internal CRM platform.
-  Negotiation and signage of service agreements and quotes.
-  Referral to other service providers to link clients to necessary supports.
-  Track client budgets.
-  Ensure clients are on track to meet their goal(s).
-  Documentation of client contact.
-  Track due dates during reporting periods.
-  8-week reports.
-  End of plan reports.

### In addition to the primary role, the support coordinator may contribute to the company's growth by:

-  Upholding the company's ethics and values through ethical work practices.
-  Cooperating with workplace health, safety, and environmental requirements.
-  Collaborating within the team to achieve related results.
-  Ensuring adherence to confidentiality and privacy regulations in all work activities.

### Essential Criteria:

-  [Working With Children Check.](#)
-  [Disability Worker Screening Card.](#)
-  [NDIS Worker Orientation Module 'Quality, Safety and You' Completion Certificate.](#)
-  Unrestricted working rights in Australia.
-  Australian Drivers Licence.

## Key Result Areas

### Discipline Specific:

- US Adhere to key responsibilities.
- US Minimum of 30 billable hours per week for full-time staff (pro rata).
- US Regular supervision with the Allied Health Manager.

### Environment, Safety and Quality:

- US Adherence to the Company's Environmental, Safety, and Quality Policies.
- US Compliance with relevant legislation, regulations, and codes of practice.

### General:

- US Excellent written and verbal communication skills.
- US Attend and contribute to team meetings.
- US Mentor and support other staff within the company.
- US Manage databases and filing systems pertinent to your role (reports, documentation, electronic files).

## Skills and Attributes

### You must possess the following skills and attributes:

- US Eagerness to learn and take direction.
- US Ability to analyse and resolve problems, seeking guidance when necessary.
- US Proactive commitment to departmental goals and objectives.