

POSITION DESCRIPTION

<u>Position Title:</u>	Support Coordinator
<u>Classification:</u>	Social and Community Services Employee – Level 4
<u>Department/Program:</u>	Support Coordination
<u>Report to:</u>	Manager, Support Coordination
<u>Location:</u>	2-6 Railway Parade, Camberwell, however this role will require reasonable travel across the Melbourne Metropolitan area for role associated meetings.
<u>Issued:</u>	December 2025

POSITION OBJECTIVE

The purpose of this role is to support the interface between people with a disability and the broader community while building the capacity of the person with a disability, and their networks to pursue more fulfilling and meaningful aspirations. Support Coordinators have the responsibility to ensure the implementation of participant's plans and the achievement of their goals. To achieve these outcomes, Inclusion Melbourne Support Coordinators will: -

- Support the participant and their networks to understand their plan and how they can use it to best achieve their goals
- Locate, coordinate, manage and or facilitate a range of supports and support providers to meet identified needs
- Connect participants with mainstream and specialists' supports, including where appropriate voluntary or funded services
- Coordinate the participant plans to enable greater independence as well as increased social and economic participation

Our Values

Integrity

"To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

"The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

"A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

"A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA – NDIS PRINCIPLES AND CAPACITY BUILDING

Key Responsibilities	Duties
<p>Support Participant to understand their NDIS plan, how the NDIS works and the role of the Support Coordinator.</p>	<ul style="list-style-type: none"> • Provide accurate information both verbally and in writing explaining the key principles of the NDIS • Ensure the participant understands their plan and what they have been funded for and how the categories of funding can & cannot be used • Provide printed information & resources the participant can use to refer to regarding what has been explained · Discuss and document agreement with participant of how their budget of hours should be used and which tasks should be prioritised • Explain and provide information about what is and what is not the role of the Support Coordinator • Check Service Agreement details are correct and current.
<p>Build capacity of the person to –</p> <p>Develop greater autonomy in coordinating their services and plans.</p> <p>Consider more progressive options and opportunities that may lead to more fulfilling, valued and meaningful life experiences.</p>	<ul style="list-style-type: none"> • Support participant & informal networks to understand how the NDIS works and how to navigate the system, including providing processes to follow when issues arise • Discuss participants goals with them and help them identify unmet needs that may exist in their life, including broader life goals, dreams and aspirations • Support the participant to explore more progressive vision of what their life might look like. • Seek to build a supportive network or circle around the person and their vision of the future that can assist them to progress this vision. • Connect the person with more progressive services that can continue to work with the person and refine their vision and its implementation

KEY RESULT AREA – IMPLEMENTING AND MONITORING

Key Responsibilities	Duties
<p>Support participants to explore appropriate supports and services and connect with community support and mainstream services.</p>	<ul style="list-style-type: none"> • Steps below are followed and case noted: • Relevant options are discussed, researched and presented to participant. • Required assistance provided to participant to complete agreements / access / enrolment processes to commence selected services. • Where services cannot be arranged early in the plan, the participant is kept informed as to the progress of options being pursued. • Participants have increased community connection, physical and social inclusion, including valued roles within community & opportunities to develop relationships & friendships.

<p>Monitor progress and budget with participant and providers.</p>	<ul style="list-style-type: none"> • Demonstrated outcomes via the achievement of NDIS plan goals • Effective progress documentation, case noting and reporting as per NDIS requirements and organisational policy. • Liaise with and report as required to NDIA in relation to participants and their plans. • Ensure the participants plan is implemented in accordance with the allocated budget. • Ensure the allocated budget is broken down into individual components so that accurate allocations can be made to individual providers. • Regularly monitor expenditure and support participants to remain informed as to their rate of expenditure and the potential effects.
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KEY RESULT AREA – BUSINESS TARGETS

Key Responsibilities	Duties
<p>Ensure billable hours targets are met</p>	<ul style="list-style-type: none"> • Minimum targets for weekly billable (or monthly as negotiated) hours are met • Hours are logged daily and in accordance with minimum billable task time policy. • Monitors rate of use of hours & works with participant to plan the use of unused hours as the plan end date approaches. • Ensure time is used effectively. • All unbillable hrs delivered are pre-approved

KEY RESULT AREA – COMPLIANCE

Key Responsibilities	Duties
<p>Ensure day to day regulatory compliance and adherence to organisational policy and procedures</p>	<ul style="list-style-type: none"> • All client data is current and correctly completed. • Information is maintained in accordance with quality system and complies with auditing requirements. • Prepare reports, service evaluation and acquittal data as required • All incidents, including disclosures are reported according to NDIS and Inclusion Melbourne Incident Reporting Policies & Procedures. • Keep abreast of NDIS policy changes ensure compliance with all NDIS policy and guidelines. • Ensure confidentiality and discretion is exercised as part of all Inclusion Melbourne services. • Any other duties as required, and within the general scope of responsibilities of this position as directed by the Manager.
<p>Identify and report any child safety concerns, risks, allegations or disclosures immediately to management as required under organisational policy and the reportable conduct scheme.</p>	<ul style="list-style-type: none"> • Complete mandatory reporting and documentation within required timeframes.
<p>Follow all obligations regarding information sharing under relevant schemes (CISS, FVISS) when concerns for a child's safety exist.</p>	<ul style="list-style-type: none"> • Attendance and successful completion of all mandatory child safety training.

Apply child-safe risk assessment and mitigation practices when planning meetings, community visits, or service arrangements involving children.	<ul style="list-style-type: none"> No breaches of the Child Safe Code of Conduct.
Ensure that online and physical environments used to deliver services are safe and compliant with child safety expectations.	<ul style="list-style-type: none"> No breaches of the Child Safe Code of Conduct.

KEY RESULT AREA – ORGANISATION/CUSTOMER SERVICE/OUR TEAM

Key Responsibilities	Duties
Values of Inclusion Melbourne are incorporated into daily work practices.	<ul style="list-style-type: none"> Demonstrates and upholds IM Values
Excellent customer service to all stakeholders.	<ul style="list-style-type: none"> Customer Service (internal & external) skills are demonstrated in all interactions.
Positive customer feedback.	<ul style="list-style-type: none"> Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.
All communications are positive and effective.	<ul style="list-style-type: none"> Ensure effective communications with all stakeholders. Commitment to open communication.
Staff Engagement	<ul style="list-style-type: none"> Utilise skills and experience to complete the role effectively. Show initiative by engaging in work proactively and across the organisation.
Promote and uphold a child safe culture in all aspects of work, consistent with the Victorian Child Safe Standards.	<ul style="list-style-type: none"> Demonstrates compliance with all Child Safe Standards and organisational child safety policies.
Ensure all interactions with participants, families, and children are respectful, safe, and inclusive.	<ul style="list-style-type: none"> Positive feedback from families regarding safe, respectful, and child-centered practice.
Support culturally safe engagement for Aboriginal children and their families.	<ul style="list-style-type: none"> Positive feedback from families regarding culturally safe support.
Participate in ongoing child safety training, induction, supervision and performance review	<ul style="list-style-type: none"> Attendance at mandatory training and feedback from performance reviews.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager- NDIS Support Coordination
Supervision:	Potential for limited supervision of student
Internal Liaisons:	Administration & Finance staff Direct Support Community Supports department Inclusion Training
External Liaisons:	People we support and their families

SKILLS, KNOWLEDGE, EXPERIENCE

The NDIS Support Coordinator will have relevant formal qualifications in disability or complementary fields and or relevant work experience that demonstrates the required competencies for the role. This includes a demonstrable understanding of the requirements of the role and well-developed information technology and interpersonal skills.

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

The support coordinator is accountable for operating in the role as follows:

- While working under the direction of others the worker exercises a degree of autonomy, uses skills and discretion to complete duties and meet established outcomes
- The position will include a range of functions and may include limited supervision of junior staff or students
- accountable for meeting targets within defined parameters
- Accountable for maintaining excellent communication with participants and stakeholders
- Take responsibility for setting and achieving outcomes for self and lower classified staff /students
- Establish priorities and monitor workflow in areas of responsibility
- Notifying management immediately of any worker or client related issues or incidents that occur during working time
- Providing high quality services to participants and accurately recording progress and outcomes
- Works collaboratively to continuously improve work practices and processes within and across the organisation through open and honest communication and feedback mechanisms
- Must always have an operating phone on them and be contactable whilst working

To achieve the duties and responsibilities of the position the support coordinator is expected to:

- use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem-solving skills
- apply judgment in making day to day decisions considering appropriate procedures to determine the best course of action to take in completing tasks, particularly in regard to working autonomously within community settings
- Operational issues/decisions will be guided by policy and procedure under the guidance of the Team Leader and relevant manager
- Adhere to established work practices; however, exercise initiative and judgement where practices and direction are not clearly defined
- Ensure current professional knowledge regarding the National Disability Insurance Scheme (NDIS)
- Shall not commit the organisation to any obligations beyond the scope of the duties
- The worker is responsible for alerting management of any potential issue or crisis

KEY SELECTION CRITERIA

Selection Criteria will be used to form the basis of the interview questions.

Essential

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisation's strategic directions
- Demonstrable vision for people with a disability sharing the benefits of living in the broader community
- Relevant tertiary qualification or equivalent experience in the disability field
- Experience and skills to work competently alongside people, their family and carers in their local area to build their capacity to participate in the community
- Demonstrated ability in financial planning and budget management
- Proficiency with information technology
- Strong time management skills including prioritisation of competing tasks and an ability to work innovatively to solve complex issues
- Strong communication and interpersonal skills including the ability to liaise effectively with a wide range of stakeholders and to prepare correspondence & reports in clear and concise language
- Victorian Drivers' Licence and access to their own vehicle
- Support Coordinators are considered "authorised workers" and as such will be required to comply with the vaccination guidelines and advice as set out by the Victorian Department of Health and Inclusion Melbourne's vaccination policy and procedure

Desirable

- Sound knowledge of the NDIS Act 2013, Disability Act 2006 and other relevant legislation
- Demonstrated ability to build opportunities and work with people, their families and carers to identify goals and access opportunities /services to meet those goals
- Experience in working within the NDIS
- Case management experience
- Demonstrated ability to identify measure and report on outcomes
- Management of individual support packages

NDIS Worker Screening Check

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk-assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

Working with Children's Check

All employees who work with children must have a valid working with children check.

Child Safety & Wellbeing

Because this role may involve direct or indirect contact with children, all employees must uphold the Victorian Child Safe Standards, ensuring the safety, rights and wellbeing of all children engaged with Inclusion Melbourne.

This includes:

- Promoting a child safe culture in all interactions.
- Identifying and responding to child safety concerns, risks or disclosures.
- Ensuring support is delivered in child safe physical and online environments.
- Respecting the diverse needs of children, including Aboriginal children, children from CALD backgrounds, LGBTQIA+ young people and children with disabilities.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.

I have read, understand and accept this position description, and agree to fulfil the requirements of this role to the best of my ability. I understand that the position description may be modified from time to time to suit organisational requirements.

I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver license status (if applicable)
- NDIS worker screening check
- Compliance with Inclusion Melbourne's Vaccination Policy
- The capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature

Date: / /