

Position Description

POSITION TITLE: Support Coordinator

ACCOUNTABLE TO: Support Coordination Manager

PERIOD OF APPOINTMENT: A temporary full-time position for 4 months from 25 August to 19 December 2025

HOURS OF EMPLOYMENT: 38 hours a week

CLASSIFICATION LEVEL: SCHADS Level 4 or 5, depending on experience and qualifications.

Extended Families aims to provide a flexible family-friendly environment for staff. Actual starting and finishing times are flexible and can be negotiated. Note that some after-hours work will be required.

ORGANISATIONAL CONTEXT:

Extended Families Australia facilitates positive connections between people within a community to provide support to children and young adults with disabilities and their families. Extended Families seeks to widen social networks, empower individuals, promote inclusion and strengthen the bonds people have within their local area. The organisation breaks down barriers by changing social attitudes and creating opportunities.

Children and families who are supported by Extended Families have access to a number of flexible support options including individualised volunteer or support worker matching for social, recreational and respite support, NDIS Support Coordination, NDIS Plan Management, supported play groups and parent groups, and a range of recreational activities and groups. The organisation has a strong commitment to inclusion and works with and employs people from a cultural and linguistically diverse background.

Support Coordination is one of the services available under National Disability Insurance Scheme (NDIS). The NDIS provides support for Australians with a disability, their families and carers. This scheme aims to maximise choice and control for participants and increase social and economic participation for people with a disability. Under this scheme, participants receive a plan with the goals they want to achieve within a given timeframe and budget allocated to them by the NDIA.

The National Disability Insurance Agency (NDIA) defines Support Coordination as:

‘Assistance to strengthen participants’ abilities to coordinate and implement supports and participate more fully in the community.’ It can include initial assistance with linking participants with the right providers to meet their needs, assistance to source providers, coordinating a range of supports both funded and mainstream and building on informal supports, resolving points of crisis, parenting training and developing participant resilience in their own network and community.’

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Directly reports to the allocated supervisor or Support Coordination Manager and ultimately to the CEO of Extended Families.
Direct Reports:	Nil.
Internal Relationships:	The position will work closely with other Coordinators who manage other Extended Families' programs that are purchased through the NDIS.
External Relationships:	The position will work closely with, and is responsible for establishing and maintaining effective working relationships with the network of key disability, and mainstream community organisations and groups in the region.
Located:	The position will be located at our Box Hill office (Bank St Box Hill, at the City of Whitehorse Community Hub). Note work will also take place in the community and at participants homes
Program Funding:	Extended Families Support Coordination Service is funded through individual service agreements under the NDIS.

PRINCIPAL ROLES AND ACCOUNTABILITIES:

Support Coordinators are responsible for providing independent support to help NDIS participants and their families understand, build skills and implement their NDIS plan. This position will provide:

Coordination of Supports - Assistance to strengthen participant's abilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources.

Specialist Support Coordination - This is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist Support Coordinator will assist participants and their families to manage challenges in their support environment and ensure consistent delivery of service.

The Support Coordinator will work as part of a team to achieve the strategic goals of the agency.

Key responsibilities of the Support Coordinator are to:

- Support implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports.
- Strengthen and enhance the participant's abilities to coordinate supports and participate in the community.
- Build capacity of the participant to achieve greater independence to self-direct services and supports in the longer term.
- Be available and responsive to participant's needs including in times of crisis.
- Have a holistic practice orientation and an understanding of the various issues that may impact on a family such as mental health, child protection, relationship and socio-economic issues.
- Ensure participants are empowered to select their preferred provider and develop an appropriate service agreement.
- Review and report on progress.

DUTIES AND RESPONSIBILITIES:

Service Delivery

- Promote the service to NDIS participants and their families.
- Liaise and network with Chinese organisations and groups in the community.
- Provide support to participants and their families to access, implement and coordinate the range of supports and services outlined within their NDIS plan.
- Source and assess support options and connect participants with services including informal, mainstream and community, as well as funded supports.
- Action appropriate referrals in a timely manner and build links and collaborative relationships with internal and external stakeholders.
- Assist participants to strengthen their abilities to coordinate and implement supports and participate more fully in the community.
- Assist participants to identify, build and maintain strong community relationships and local interests.
- Apply practical problem-solving abilities to assist and mentor participants to overcome barriers and deal with crisis.
- Build networks and cooperative relationships with key services and other relevant agencies to ensure quality service delivery; create strategic relationships and to identify new support options.
- Ensure support coordination is completed as per the agreed work schedule and that data to ensure claims for payment is recorded promptly and accurately.
- Undertake program administrative duties and ensure client and statistical records are maintained, including data entry in CRM.
- Monitor and undertake regular progress reviews of the participant NDIS and Service Coordination plans.
- Undertake timely and accurate reporting of outcomes to the NDIS as required and re-develop goals prior to NDIS plan review.

Organisational responsibilities

- Work within a team environment to enhance the delivery of support services to children and young people with a disability, their families and carers.
- Remain informed about changes to the NDIS, Extended Families policies and procedures and best practice in support coordination.
- Participate in supervision and ongoing learning opportunities, attend relevant meetings and contribute to continuous quality improvement.
- Operate within the budget set for the program.
- Work within legal and ethical frameworks
- Promote the aims and values of Extended Families.

SELECTION CRITERIA/ QUALIFICATIONS AND SKILLS

1. Mandatory

- 1.1 Previous experience as an NDIS support coordinator
- 1.2 Previous experience working with children and adults and their families in a case management or service coordination role.
- 1.3 Skills and experience working with people with a mental illness
- 1.4 Demonstrated knowledge, experience and competency to work alongside, empower and build the capacity of people with a disability, their family and carers.

- 1.5 Demonstrated knowledge of and commitment to social justice principles and inclusion, and a passion for supporting the human rights of people with a disability.
- 1.6 Strong knowledge of the disability and community service sector and the opportunities and connections available, both disability specific and mainstream to support children, young people and their families.
- 1.7 Knowledge of inclusive work practices and cultural competency frameworks
- 1.8 An understanding of case management and / or support coordination practices.
- 1.9 Previous professional experience in disability services.
- 1.10 Demonstrated cultural awareness and sensitivity and ability to work with people from diverse cultural and linguistic background.
- 1.11 Demonstrated highly developed interpersonal and verbal communication skills and the ability to build and maintain strong community connections and relationships with service providers, individuals and carers/families of people with a disability.
- 1.12 Demonstrated capacity for report writing, advanced literacy, basic budget management and analytical skills.
- 1.13 Demonstrate ability to identify, measure and report on outcomes.
- 1.14 Demonstrated ability to work independently and capacity for effective teamwork.
- 1.15 Demonstrated ability to complete administrative tasks in an organised manner, the ability to manage time effectively and prioritise tasks.
- 1.16 Ability to learn the National Disability Insurance Agency line items, planning processes and approaches to funding of supports.
- 1.17 Capacity to effectively support quality, risk and safety management systems to enhance practice and outcomes, including regulatory requirements
- 1.18 To be computer literate and be proficient in MS Office software such as MS Word and Excel; as well as competence in entering data on databases.
- 1.19 Qualification in Social Work (preferable), Community Services or equivalent
- 1.20 A commitment to working within the Extended Families Values and Mission and to contribute to continuous improvement
- 1.21 Current full Victorian Driver's License and access to a comprehensively insured motor vehicle.
- 1.22 You will be required to have a current satisfactory NDIS Worker Screening Check, an Employee Working with Children Check and an international police check (if required).

ADDITIONAL INFORMATION

Equal Opportunity

Extended Families Australia is an equal opportunity employer.

Inclusion and Diversity

Extended Families welcomes the rich diversity of our community and strives to be inclusive for all. As an equal opportunity employer, we promote social inclusion and encourage applications from people with disabilities, Aboriginal and Torres Strait Islander people, those from all cultural backgrounds, and people from the LGBTIQ+ community.

Extended Families wholeheartedly commits to creating a culturally safe environment that honours and empowers Aboriginal and Torres Strait Islander children and adults, actively opposes racism, and ensures their full participation and well-being within our organisation. We acknowledge Aboriginal and Torres Strait Islander peoples as the first inhabitants of this nation and the Traditional Custodians of the lands where we live, learn and work.

Child Safety

Extended Families is committed to ensuring the safety, wellbeing, and empowerment of all children. Discrimination is not tolerated, and we treat every child with dignity and respect.

Zero Tolerance

Extended Families maintains a zero-tolerance policy against abuse directed at people with disabilities. Our commitment is reflected by taking proactive measures to empower all staff with the skills to identify, prevent, and respond to all forms of abuse, neglect, and harm.

I have read, understood and accept the above position description. I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive			
Name	(Print)		
Signature		Date	