



## Position Description

### Support Coordinator

Department: Support Services  
Reports to: Team Coordinator, Support Coordination  
Location: Canberra

#### Position Purpose

The Supports Coordinator will be proactive in supporting Deaf, Deafblind, hard of hearing customers with NDIS plans that allows them to access a support coordination service. It is expected that our service provides the following supports;

- Intake.
- Information and referral to any supports or services either internally or externally.
- Monitoring all supports and any services to ensure customer is receiving a good service.
- Preparation and submission of reports to the NDIA when needed.
- Preparation of planning meetings with NDIA.

#### Position – Key Result Areas

The Supports Coordinator is responsible for providing varying levels of supports for young people and adults to achieve their goals as outlined in their Package.

#### Accountability [1-4]

<b>Has direct responsibility over</b>	<b>[1]</b>	<b>Recommends, advises, interprets</b>	<b>[2]</b>
<b>Shares responsibility with others</b>	<b>[3]</b>	<b>Provides information</b>	<b>[4]</b>

#### Support Coordination

Research, coordinate and manage a range of supports to suit customer's individual needs across multiple providers. [2]

Connect with their communities and to encourage participation in mainstream and community options. [2]

Assist the customer to meet their goals and exercise choice and control in obtaining supports that assist in pursuing their own lifestyles. [2]

Empower customers to understand their NDIS Plan and monitoring their package. [3]



Contribute knowledge in establishing procedures within the Support Services and Organisation. [3]

Continually seek opportunities to build the capacity of customers enabling greater levels of independence. [2]

Gathering evidence and information to assist with NDIS Progress Report preparation. [4]

Provide services face to face or virtually to all Deaf and Hard of Hearing Customers. [1]

### **Life Skills Development**

Empower Customers to achieve their outlined NDIS Goals enabling greater levels of independence. [2]

Assist with informal engagement activities with the Deaf, Deafblind and hard of hearing community. [4]

Empower Customers to exercise choice and control to access a range of formal, informal and mainstream services and/or supports. [2]

### **Community Engagement and Networking**

Facilitate the development of strong links and networks for Deaf and hard of hearing adults, children and their families. [3]

Participate and represent the Deaf and hard of hearing community at relevant interagency meetings in Sydney. [1]

Liaise and work collaboratively with key stakeholders to establish a mutual goal of coordinating service delivery and developing effective linkages. [3]

### **Administration**

Day to day administration and coordination associated with this position which include but are not limited to:

- Tracking, monitoring & reporting on your hours against each customer's allocated budget. [1]
- Maintaining accurate records and progress reports on all customers on their progress working towards achieving their NDIS goals as stated in their plan.
- Other general administrative duties as directed.



**General**

- Other duties, as directed by the Manager, Support Services. [3]
- Comply with Deaf Society and Deaf Services policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury. [1]
- Understand and work within the relevant parts of the Deaf Society and Deaf Services quality management system. [1]

**Decision Making**

**Decisions**

- Spending within approved budget
- Purchases need to be approved by the relevant line manager

**Recommendations**

- Recommendations and assist in service provision
- Service gaps and needs within Region
- Contribute to the Team’s Operational Plan

**Primary Relationships**

**Internally in Deaf Society and Deaf Services**

- General Manager, Information Services
- Team Coordinator, Support Coordination
- All Support Coordination Team Members
- All Support Services Team Members
- All Service Departments

**Purpose / Relationship**

- Line management, strategic directions, support and advice
- Operational and strategic directions, support and advice
- Support and advice
- Support and advice
- Support and advice

**External to Deaf Society and Deaf Services**

- Members of Deaf Community and Hard of hearing Individuals and their families
- NDIS, Government and Community Organisations

**Purpose / Relationship**

- Consultation, support, collaboration
- Collaboration, support, advice



**Persons/functions that report to this position**

**Role / Relationship**

Nil

**KNOWLEDGE AND SKILLS**

Requirement for skills / Knowledge in this position:

[N]	None	[L]	Little need	[D]	Desirable
[M]	Moderate	[I]	Important	[C]	Critical

	N	L	D	M	I	C
<b>Innovating</b>						*
<b>Planning</b>						*
<b>Organising</b>						*
<b>Financial Management</b>				*		
<b>Customer/Customer Orientation</b>						*
<b>Administration</b>						*
<b>Auslan</b>						*
<b>Vision</b>					*	
<b>Data Gathering</b>					*	
<b>Evaluation</b>					*	
<b>Problem Solving</b>					*	
<b>Deciding</b>					*	
<b>Implementing</b>						*
<b>Communicating</b>						*
<b>Flexibility</b>						*
<b>Negotiating</b>						*
<b>Consulting</b>					*	
<b>Participating</b>						*

**Selection Criteria**

**Essential**

- Passionate about provision of high-quality person centred supports for our Deaf and hard of hearing individuals
- Knowledge of the National Disability Insurance Scheme
- Lived experience of disability (your own or someone else's)
- Knowledge of the Deaf community
- Effective communication and interpersonal skills
- Ability to work both independently and as a part of a team



- Knowledge of the Disability Inclusion Act 2014 (NSW) and NDIS Code of Conduct
- Completed NDIS Worker Orientation
- Current Driver's Licence and use of private car
- Fluency in Auslan
- NDIS Worker Screening, or commitment to obtain this prior to commencement in the role

**Desirable**

- Relevant qualification such as a minimum of Cert IV in Disability Services
- Experience in disability service and business management
- Excellent communication skills and demonstrated ability to engage with participants, their families and service providers
- Good computer skills
- Experience working with deaf and hard of hearing people

**Please sign below your agreement of the above position description**

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(Please Print Name)

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(Signature)

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(Date)