

Position Title	Support Coordinator
Position Type	Advanced Support Work
Reporting To	General Manager Service & Delivery
Work Location(s)	Clarence Valley, Coffs Harbour, Port Macquarie
Employment Type	Full-time
Working Hours	76 hours
Work Setting(s)	Office based locations across sites Offsite stakeholder and participant interactions as required
About Livable	<p>At Livable, our work is guided by our core values. These principles shape our service delivery, relationships, and commitment to supporting people with dignity and purpose:</p> <ul style="list-style-type: none"> • Compassion – We show kindness, empathy and respect the dignity of others • Innovation – We seek to improve the customer experience through collaboration and creativity • Integrity – We are ethical, honest, professional and transparent. • Excellence – We strive to continuously improve what we do <p>All staff are expected to embody these values in their daily work, creating a culture that is inclusive, empowering, and outcome-focused.</p>
Pay Range/award	SCHADS Level 4.1

Position Purpose

To support participants of the National Disability Insurance Scheme (NDIS) to understand and implement their plans, build capacity to manage supports, and achieve meaningful goals. The Support Coordinator works within a person-centred, strengths-based framework to promote independence, inclusion, and improved outcomes.

Key Accountabilities and Responsibilities

- Support participants to understand and implement their NDIS plans and exercise informed choice and control.
- Build participant capacity to navigate systems, coordinate supports, and work toward their goals.
- Facilitate access to appropriate services, providers, and community networks.
- Promote inclusion and participation through strengthened informal and mainstream supports.
- Identify and manage service barriers, risks, and escalate complex matters as required.
- Develop and maintain effective relationships with stakeholders to ensure coordinated support.
- Comply with Work Health and Safety policies, reporting obligations, and contribute to a safe work environment.

- Maintain accurate, up-to-date documentation in line with organisational, legislative, and NDIS requirements.

Key Relationships

Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, propose solutions and provide updates
Work Team	<ul style="list-style-type: none"> • Collaborate with Support Coordinators, Finance and Human Resources Departments
External	
NDIS participants and their families or carers	<ul style="list-style-type: none"> • Support and inform to implement their NDIS plans
Key Stakeholders	<ul style="list-style-type: none"> • Engage with Local Area Coordinators (LACs), community organisations, support groups, advocacy services, state government agencies, allied health professionals, medical practitioners and other relevant stakeholders as required

Eligibility Criteria

Qualifications	<ul style="list-style-type: none"> • Relevant qualification in human services, social work, psychology, or a related field. • Certificate III or IV in Individual Support.
Essential Requirements	<ul style="list-style-type: none"> • NDIS Worker Screening Check (State-based) • Current Driver's Licence • Working with Children's (WWC) check. • NDIS mandatory worker orientation module
Essential Skills or Experience	<ul style="list-style-type: none"> • Knowledge of the NDIS and experience working with people with disability. • Ability to work autonomously and manage competing priorities. • Strong written and verbal communication skills. • Current driver's licence and willingness to travel as required.
Desirable Skills or Experience	<ul style="list-style-type: none"> • Lived experience of disability or mental health. • Familiarity with case management systems and documentation practices.

Core Capabilities

The below core capabilities are requirements for any person working in Advanced Support Work for the NDIS. Review them carefully. For more information about the capabilities, or to understand to a greater extent the behavioural indicators, please visit the NDIS Workforce Capability Framework.

<p>Our Relationship</p>	<ul style="list-style-type: none"> • Uphold participants' rights: Understand and respect the rights of participants. Speak up and support the participants' if their rights are not respected. • Communicate effectively: Support participants to express themselves and adjust your communication style to suit their needs and preferences. • Build trusted relationships: Develop and maintain professional relationships with the participants' and others present in their lives (friends, family, etc.), based on mutual trust and respect. • Work collaboratively: Recognise the roles and expertise of each person in the participant's support team and work with them to provide support..
<p>Your Impact</p>	<ul style="list-style-type: none"> • Show self-awareness: Think about how your actions impact on the quality of the support you provide, seek feedback, and keep improving your practice. • Work within your capabilities: Know your role and responsibilities, and when to seek support from others to develop your capabilities. • Look after yourself: Take care of yourself and manage your wellbeing.
<p>Support Me</p>	<ul style="list-style-type: none"> • Understand what a good life means to the participant: Find out what a good life means to participants' without imposing your own assumptions. • Support participants to make their own choices: Support participants to understand, explore and think creatively about their options, and uphold their decisions. • Build the capacity of the participants' you work with: Understand how the person you are supporting would like to participate in society and support them to build their knowledge and connections so they can live the life they want.
<p>Be Present</p>	<ul style="list-style-type: none"> • Observe and respond flexibly to the changing needs of participants': Be present, pay attention to how the needs of participants may change, and respond accordingly. • Manage health and safety: Support participants to look after their health. Take action and manage any health and safety risks to them or yourself. • Engage and motivate participants': Support participants to build on their strengths and engage them in meaningful ways.
<p>Check In</p>	<ul style="list-style-type: none"> • Review quality of support and service: Work with participants to make sure services and supports are enabling them to live the life they want and support them to make changes when needed.

	<ul style="list-style-type: none"> • Support participants to speak up: Build understanding and confidence of participants to exercise their rights and support them to provide feedback and to raise any concerns, complaints or incidents.
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Specialist Capabilities

For this role in particular, the below specialist capabilities are required.

Be responsive to participants' Aboriginal and/or Torres Strait Islander identity	Understand and respond to participants' desired connection to culture, country and community. Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants', such as acknowledging the role participants' want their family and community to play in their life and decisions.
Be responsive to participants' culturally and linguistically diverse identity	Understand and respond to participants' desired connection to their culture, community, and language. Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants', such as being sensitive about when/how to use interpreters and respecting cultural norms and practices.
Be responsive to participants' LGBTIQ+ identity	Understand participants' rights, the importance and impact of inclusive language, and respond to participants' lived experience of sexual orientation, gender identity and/or gender expression. Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants to foster a sense of belonging and participation.
Work with participants to explore and coordinate their supports	Support participants to understand their plan and access and coordinate the supports participants' need. Think creatively when supporting participants to explore innovative solutions, manage complexity and ambiguity, and negotiate with multiple providers and systems to put solutions in place.

Approval

Manager Name:	Employee Name:
Signature:	Signature:
Date:	Date: