Position description
NDIS Support Coordinator / Psychosocial Recovery Coach

Position title	NDIS Support Coordinator / Psychosocial Recovery Coach
Program	NDIS
Responsible to	• Program Leader NDIS • Manager Aged & Disability • General Manager Health, Aged & Disability • Chief Executive Officer
Direct reports	None
Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022

Position summary

Grampians Community Health is a registered provider of National Disability Insurance Scheme (NDIS) 'Coordination of Supports – Level 2 Support Coordination.'

The NDIS Support Coordinator / Psychosocial Recovery Coach will provide individualised support to participants, working with participants to help them understand and implement the supports within their NDIS plan for the purpose of capacity building, managing the impact of their disability and improving their health, wellbeing and participation in the community.

Key responsibilities

1. Provide support to people with disability that promotes choice, empowerment, independence, wellness and enablement within the delivery of participant focussed care.
2. Provide non-clinical individualised practical support and assistance to NDIS participants and their families/carers to implement supports including formal, mainstream and NDIS-funded supports.
3. Build effective relationships with participants, their families and local stakeholders while maintaining appropriate and professional boundaries.
4. Support the relationship between the participant and the significant other to ensure optimal outcomes for both.
5. Assist the participant to increase their ability to access their local community, build capacity to address issues or barriers in accessing service provision, enhance their ability to coordinate their supports and resolve points of crisis.
6. Ensure regular participant contact is maintained and recorded in the Client Management System, and that participant file documentation supports the standards for documentation and the quality improvement requirements within GCH.
7. Co-design individualised plans and source support programs with participants, carers and relevant stakeholders that will meet the agreed outcomes and goals of their funded NDIS plan.
8. Undertake a formal review of support plans as determined by program requirements or earlier if required by the consumer.
9. Ensure delivery of services is coordinated between agencies as per support plan, provided in a timely manner, and within the criteria and cost limits of the funding available, as approved by the Manager and/or the Program Leader.
10. Manage client issues and complaints with respect and fairness following GCH policies and procedures.
11. Prioritise, manage and administer a caseload/task in a coordinated, efficient and timely manner, including:
    - Assessment and reassessment of services and supports as required.
    - Creation and monitoring of budgets in consultation with the participant.

- Make referrals for services and supports that respond to participant assessed needs and wishes, and fall within the boundaries of NDIS plan funding requirements.
- Complete required NDIS reporting

12. Provide supervision and support to students as required.
13. Other duties commensurate with scope of role and current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.

Key selection criteria

Qualifications

- Qualification in disability, mental health, case management, welfare work or social work preferred but not mandatory
- Or relevant experience

Mandatory

- Relevant demonstrated extensive working experience in NDIS funded roles,
- Demonstrated skills and ability to relate and work with people disability, family members and service providers to identify solutions.
- Demonstrated understanding of person-centred practice and principles
- Experience liaising with external service providers such as GPs, Allied Health providers, and community-based services and organisations.
- Strong administrative skills: ability to prioritise work, manage time and meet deadlines.
- Demonstrated ability to adopt and champion change and identify opportunities for innovation.
- Understanding of the presenting issues of people living within the rural environment

Desirable

- Demonstrated experience in Support Coordination.
- Prior experience in case management and/or providing professional and flexible assistance to individuals with disabilities.
- Ability to demonstrate cultural understanding reflective of the community.

Demonstrated skills and experience

- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to always maintain confidentiality.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace cultural and practices.

Quality, Health & Safety

- Act in a way that maintains physical and psychological health and safety for self and others.
- Adhere to safe work practices relevant to the role.
- Promptly report issues that might put self or others at risk, including incidents and near misses, and respond appropriately to risks and reports from others when appropriate to do so.
- Is kind to self and others.
- Contribute to workplace safety and reduction of workplace injuries.
- Ensure team members, consumers/participants and visitors are safe, and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Work at all times within a culture of continuous quality improvement.

Personal attributes

- Empowering
- Professional
- Inclusive
- Compassionate
- Courageous

Licences and registrations

- Current National police check
- Current Employee Working with Children Check
- Victorian driver licence
- NDIS Worker Screening Check

Please note: These checks are a standard part of our employment process at Grampians Community Health. If the results of these checks are not aligned with the requirements of the role, we may reconsider the offer of employment.

Required training

- Internal online courses as required.
- NDIS Worker Orientation modules.

Position Description last updated and approved by CEO **October 2025**