

Position Title	House Coordinator
Award	Social, Community, Home Care and Disability Services Industry Award 2010.
Type of Employment	Casual
Tenure	
Description developed	December 2025
Responsible to	Director

Position Overview

The House Coordinator is responsible for the effective day-to-day operation of a Supported Independent Living (SIL) home, ensuring high-quality, person-centred support for participants. This role provides leadership and guidance to a team of support workers while maintaining compliance with NDIS standards, organisational policies, and quality frameworks. The House Coordinator works closely with participants, families, allied health professionals, internal teams, and external stakeholders to support positive outcomes, safety, and wellbeing within the home. This position balances hands-on support delivery with coordination, administration, staff leadership, and oversight of household operations, budgets, and compliance requirements. The role is accountable for maintaining a well-run, safe, and welcoming home environment, supporting staff performance and development, upholding house routines and rules, and ensuring all documentation, audits, and reporting obligations are met.

POSITION RESPONSIBILITIES

General Duties

- Required to lead and support the team of support workers within the SIL environment.
- Participate in client service delivery,
- Oversee daily operations/ running of the home(s), compliance and quality of support delivery.
- Work closely with participants/ family/ client services team/ allied supports, stakeholders and management to ensure person centered outcomes.
- Conduct house inductions for new house staff,
- Commence house communication system, keep house diary, book appts and liaise with family/ stakeholders and communicate with office/ CSC/ CSO to book/ update Rostering system.
- Budget/ expenditure/ oversight and recording- submission of receipts and budget monthly.
- Development of fortnightly menus with shopping lists

- Arrangement of medications, scripts and pharmacy collection.
- Monthly house audit submitted to Quality officer
- Company disability Van – kept clean and fuelled – audited monthly.
- Ensuring house rules are developed and upheld
- Roster of duties upheld for chores for participants and staff, inc house cleaning, linen changes, deep cleansing, daily cleaning.
- Liaising with management for staff development / performance and training needs.
- Updating of support plans/ house folder.
- Liaising with Management/ CSC/ CSO for staff changes/ shift changes etc.
- Ensuring house pets are cared for.
- Monthly meetings with Management to discuss house/ any concerns/ matters etc.

Team Work

1. The ability to contribute to the effective and positive culture of the team
2. Develop positive relationships with team members, members of the community, client, and their close relationships.
3. Develop and maintain positive relationships with other services that support clients

Rights and Responsibilities

1. Uphold the rights of clients
2. Provide a non-threatening approach to behaviour management and provide ongoing support in a non-threatening manner.
3. Allow for continuous improvement of services, passing on feedback where received and being receptive to new ideas to allow for improvement.

REQUIREMENTS FOR THE POSITION

Skills

- Proven leadership and team coordination experience within a SIL or residential setting
- Strong communication skills with the ability to liaise effectively with participants, families, staff and stakeholders
- Demonstrated ability to deliver and role-model person-centred, strengths-based support
- Excellent organisational, problem-solving and time-management skills, including administration and compliance
- Sound understanding of duty of care, risk management and the ability to lead by example through direct support

Qualifications and Certifications

- Certificate IV in Disability, Mental Health, Community Services or similar (minimum)
OR significant relevant experience with a commitment to further study
- NDIS Worker Screening Clearance
- Working With Children Check
- Current First Aid & CPR certification
- Medication Administration training (or willingness to obtain)
- Current Driver's Licence and ability to drive company vehicles
- Evidence of COVID and other required vaccinations (as per organisational policy)
- Manual Training or willing to obtain