



Aged Care & Disability Services Care Coordinator

Job Title	Aged Care & Disability Services Care Coordinator
Classification	Level 6
Work Unit	Community Services
Responsible To	Regional Manager – Disability Services

Primary Objective

The Aged Care & Disability Services Care Coordinator will be responsible for providing professional, culturally safe and person-centered support to care recipients and people living with disability in East Arnhem communities, including undertaking referrals, assessments and co-designing care planning in partnership with care recipients, their families and communities.

Key Responsibilities

1. Coordinate and action assessments, care partnerships (formerly case management), co-designed care plans, budgets and service delivery to support quality, sustainable and culturally safe services that reflect goals and preferences of participants.
2. Provide culturally sensitive professional, person-centered referrals, assessments and care planning services that focus on client goals and preferences, adhering to current NDIS and Aged Care legislation and in line with Quality Standards
3. Actively lead and mentor service support staff in care plan management and implementation, service delivery and required learnings.
4. Work with the Regional Manager – Disability Services to ensure participants receive the supports outlined in their NDIS Schedule of Supports and that Aged Care Services recipients have access to the services in their individual care plans.
5. Work collaboratively with the Aged Care & Disability Services Operations Coordinator to develop, coordinate and implement effective service delivery for each participant, including stepping in to provide direct care support if required.
6. Promote a safe working environment that protects the welfare of self, colleagues and clients and participants adhering to WHS, risk management, SIRS, complaints and continuous improvement principles
7. Assist the Aged Care and Disability Services Operations Coordinator with staff recruitment, timesheet preparation, and general administration duties to support effective operations
8. Develop positive and professional working relationships with clients and participants, carers and families, colleagues, and stakeholders to ensure a holistic and participant-centric approach to service delivery.
9. Complete reporting and documentation to meet industry standards, organisational deadlines, and funding and legislative requirements.





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10. Actively participate in all offered training and development opportunities.
11. Comply with all Workplace Health and Safety Policies and Procedures.
12. Other duties as reasonably directed by Regional Manager – Disability Services and Regional Manager - Aged Care Services.

Essential Selection Criteria

- Must have, or be able to obtain and maintain, a current NDIS Worker Screening Clearance.
- Must hold a minimum Cert IV in Individual Support (Aging and/or Disability), Diploma Nursing, Community Services or equivalent relevant experience.
- Must hold current First Aid and CPR qualifications.
- Demonstrated ability to co-design, implement and monitor individual care plans that are rights-based, culturally safe and aligned with legislative and program requirements.
- Ability to ensure accurate data collection, documentation, and reporting to meet compliance, funding, and quality requirements, including incident (SIRS) and feedback processes.
- Demonstrated knowledge and understanding of the Commonwealth Home Support, Home Care, Support at Home Program, and the National Disability Insurance Scheme (NDIS) guidelines.
- Experience in the use of aged care and disability electronic platforms, client management systems and relative Government portals.
- Strong organisational and time management skills, with the ability to work autonomously, prioritise competing demands and adapt to change.
- Proven ability to assess complex problems and make recommendations for solutions using creative and critical thinking.
- Advanced oral, written and interpersonal communication skills, including effective stakeholder engagement, active listening and experience in navigating conflict and challenging situations.
- Proven effective time management with the ability to work autonomously.
- Proficiency with the Microsoft Office Suite (particularly Word, Excel, and Outlook) and an ability to learn new software.
- Must hold a current C Class Drivers Licence.

Desirable Selection Criteria

- Other relevant or related qualifications.
- Hold a food safety qualification.
- Previous experience living and/or working in remote Australian First Nations' communities.
- Demonstrated high level of cross-cultural awareness to ensure effective participation in a multi-cultural workplace.
- Awareness of issues affecting First Nations People in Australia.





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All employment with the East Arnhem Regional Council (EARC) is subject to a Criminal History Check and the ability to obtain a NT Working with Children Clearance. Criminal history will not exclude an applicant unless it is relevant to the inherent requirements to their position.

Employees must also be prepared to travel to remote communities via various means, including 4WD vehicle and light aircraft.

East Arnhem Regional Council is an Equal Employment Opportunity (EEO) employer.

Signe Balodis

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A/ Chief Executive Officer
East Arnhem Regional Council

