



Disability Services Care Coordinator

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

Primary Objective

The Disability Services Care Coordinator will be responsible for local provision of professional and culturally sound disability support for people living with a disability in the East Arnhem communities.

Key Responsibilities

1. Coordinate the day-to-day operations of the local Disability Services team to ensure effective and efficient management of staff and resources.
2. Manage and facilitate high-quality disability support to participants focussing on client goals and preferences as per individual schedule of supports, adhering to NDIS legislation and requirements.
3. Lead, mentor, train, and coach service support staff, promoting teamwork, positive attitudes, consistency, safety, and high performance in quality care.
4. Oversee and manage employee performance management, recruitment, retention, and conflict resolution whilst maintaining compliance with EARC policies and procedures.
5. Manage local support staff recruitment, rostering, timesheet preparation, staff attendance, procurement, maintenance and general administration duties pertaining to the management of the service.
6. Develop positive and professional working relationships with participants, carers and families, colleagues, and stakeholders to ensure a holistic and well- rounded approach to person-centred care is delivered in community.
7. Promote a safe working environment that protects the welfare of self, colleagues and clients and participants adhering to WHS, risk management, incident/SIRS, complaints and continuous improvement principles.
8. Complete reporting and documentation to meet industry standards, organisational deadlines, and funding and legislative requirements.
9. Actively participate in all offered training and development opportunities.
10. Comply with all Workplace Health and Safety Policies and Procedures.
11. Other duties as reasonably directed by Regional Manager – Disability Services.





Disability Services Care Coordinator

Essential Selection Criteria

- Must have, or be able to obtain and maintain, a current NDIS Worker Screening Clearance.
- Must hold a minimum Cert III in Individual Support (Aging and/or Disability), or the willingness obtain within the first 3 months of employment.
- Must hold current First Aid and CPR qualifications.
- Demonstrated knowledge and understanding of NDIS legislation, standards, program guidelines, and scope of practice through a consumer directed care lens, and person-centred care management principles.
- Demonstrated knowledge and comprehension of the National Disability Insurance Scheme (NDIS) guidelines.
- Experience in the use of disability electronic platforms and client management systems and relevant Government portals.
- 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 and relevant experience.
- 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.

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.





Position Description

Disability Services Care Coordinator

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.

23-Jun-26 | 17:01 AEST

Dale Keehne
Chief Executive Officer
East Arnhem Regional Council

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