



NDIS Support Coordinator

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

Primary Objective

The NDIS Support Coordinator is responsible for assisting participants in understanding and implementing their NDIS plans. This role will connect participants with appropriate support services, manage and coordinate delivery of client services, and ensure compliance with NDIS practice standards. The role involves working closely with participants, their families, and stakeholders to foster collaboration, address challenges, and promote participants' long-term goals of independence, well-being, and inclusion.

Key Responsibilities

1. Provide specialist services in creating, managing and maintaining participant plans and budgets in relevant portals and databases, and in accordance with funded packages under the NDIS.
2. Liaise with and manage all enquiries and relationships from NDIS related stakeholders, service providers, and allied health professionals. Facilitating invoice, quote, service agreement and plan date requests.
3. Prepare audit requirements and assist in the implementation and recording of continuous quality improvement.
4. Undertake all responsibilities related to internal and/or external participants, including plan utilisation, pricing/billing, care plans, service agreements, creation of Schedules of Support and service delivery.
5. Provide specialist knowledge and skills in maintaining and monitoring all NDIS based portals and databases, including PRODA and eNDIS.
6. In consultation with the Aged Care & Disability Services (ACDS) Care Coordinators in community, create and compile all NDIS required documentation to ensure participant's needs and plans match the services provided.
7. Provide relevant reports, audit requirements and administrative expertise to the Regional Manager – Disability Services.
8. Actively participate in all offered training and development opportunities.
9. Comply with all Workplace Health and Safety Policies and Procedures.
10. Other duties as reasonably directed by the Regional Manager – Disability Services.





NDIS Support Coordinator

Essential Selection Criteria

- Must have, or be able to obtain and maintain, a current NDIS Worker Screening Clearance.
- Must have a minimum Certificate III in Individual Support (Aged and/or Disability), or the willingness to obtain within the first 3 months of employment.
- Expert knowledge and understanding of the NDIS and its requirements including mandatory reporting, Quality and Safeguards, NDIS Price Guide and relevant legislation's.
- Ability to use organisational skills and initiative to improve process efficiencies.
- Ability to work unsupervised and prioritise own workloads to meet deadlines.
- Excellent verbal, written and interpersonal communication skills, with a demonstrated ability to communicate effectively with a variety of stakeholders, including NDIS participants, their family, staff, and healthcare professionals.
- A demonstrated team player, who can effectively and positively contribute to a team.
- 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

- First aid and CPR qualifications, or the willingness to obtain.
- Other relevant or related qualifications.
- 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.

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





Position Description

NDIS Support Coordinator

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

A handwritten signature in black ink, appearing to read "Dale Keehne".

Dale Keehne
Chief Executive Officer
East Arnhem Regional Council

