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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	NDIS Coordinator
REMUNERATION/CONDITIONS:	In accordance with relevant SCHADS Award or funded agreement
POSITION STATUS:	Contracted or Part-time
DIRECTLY RESPONSIBLE TO:	NDIS Coordinator / Practice Manager
PERFORMANCE APPRAISAL:	Annual review conducted by Practice Manager, with input from NDIS participants, families, and community partners
POSITION FUNCTION:	To support Aboriginal and Torres Strait Islander NDIS participants to understand, coordinate, and implement their NDIS plans, ensuring culturally safe, participant-led service delivery that aligns with individual goals and community values.
MINIMUM SKILLS REQUIRED:	Relevant qualification in community services, social work, disability, or case management, or equivalent experience coordinating supports.

POSITION SUMMARY

The NDIS Coordinator assists participants to access services, manage supports, and build capacity to navigate the NDIS system. The role involves service coordination, plan implementation, advocacy, and relationship-building with participants, families, and service providers. The NDIS Coordinator plays a key role in supporting self-determination, inclusion, and access to culturally appropriate supports.

RESPONSIBILITIES

Participant Support and Coordination

- Support participants to understand and implement their NDIS plans
- Assist with service access, plan reviews, and building participant capacity
- Coordinate external services and internal supports aligned with participant goals
- Advocate for participant rights and choice
- Ensure services reflect Aboriginal values, kinship systems, and local context

Support Worker Coordination

- Oversee day-to-day operations of the NDIS Support Worker team
- Manage rostering and allocate support shifts based on participant needs and goals
- Provide supervision, mentoring, and performance monitoring for Support Workers
- Conduct regular team check-ins and debriefings
- Ensure support documentation and incident reporting are completed accurately and on time
- Foster a culturally safe and supportive working environment for staff
- Lead recruitment, onboarding, and training of new NDIS Support Workers

Administration and Reporting

- Maintain accurate participant records, case notes, and shift rosters
- Monitor plan budgets and service delivery compliance
- Provide regular reports to Practice Manager and funding bodies as required

MEETINGS

- Attend all staff meetings, clinical case reviews, and NDIS team meetings
- Participate in community engagement forums and interagency networksFacilitate regular Support Worker team meetings
- Engage in supervision and reflective practice session

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Plan Implementation	≥90% of active participants have support within 4 weeks
Documentation	100% of case notes updated within 24 hours of contact
Participant Satisfaction	≥90% positive feedback from participants and/or families annually

PROFESSIONAL DEVELOPMENT

- Maintain current understanding of NDIS policy and best practice
- Complete annual training in Aboriginal cultural safety and trauma-informed care
- Engage in peer learning, mentoring, and relevant upskilling
- Attend disability-specific training and supervision

ESSENTIAL SKILLS AND EXPERIENCE

- Experience in NDIS plan coordination, case management, or disability services
- Experience in staff supervision or team leadership
- Strong understanding of Aboriginal community needs, strengths, and cultural protocols
- Ability to lead a team with respect, clarity, and flexibility
- Excellent communication, time management, and problem-solving skills

MANDATORY REQUIREMENTS

- Qualification or experience in disability, case management, social work, or community development
- Current First Aid and CPR Certificate
- NDIS Worker Screening Check
- Evidence of cultural awareness training or willingness to complete
- Current National Police Check
- Current Working with Children Check or equivalent clearance
- Current Driver's Licence
- Compliance with all organisational policies and procedures
- Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____