

Position Description

Position Title:	Support Coordinator
Classification:	Disability Enterprise Employee Level 4
Industrial Instrument	<i>Kyeema Support Services Inc Enterprise Agreement 2023 (as amended)</i>
Division:	Support Coordination
Reports To:	Support Coordination Manager
Direct Reports / Portfolio	Nil

Kyeema welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.

About the Organisation

Kyeema Support Services Inc (Kyeema) is a registered NDIS provider committed to delivering high-quality, person-centred services that empower individuals to make choices and enrich their lives. We value inclusion, respect, and integrity, and strive to create a supportive and professional environment for our staff and participants.

Position Purpose

The Support Coordinator works in partnership with National Disability Insurance Scheme (NDIS) participants to implement their NDIS plans, connect with appropriate supports and services, and build their capacity to achieve their goals. The role focuses on empowering participants to exercise choice and control, strengthen their ability to navigate service systems, and develop sustainable support networks that promote independence, inclusion, and improved quality of life.

The Support Coordinator collaborates with participants, families, carers, service providers, and community organisations to coordinate supports, address barriers, manage service challenges, and ensure the effective delivery of services in line with NDIS principles and participant outcomes.

Position Description

Key Responsibilities

Plan Implementation

- Support participants to understand their NDIS plan, funded supports, budgets, and goals.
- Explain NDIS policies, funding categories, and plan flexibility in a clear and accessible manner.
- Work with participants to develop practical strategies for implementing their NDIS plan.
- Monitor plan utilisation and identify potential under or overspending risks.
- Assist participants to make informed decisions that align with their goals and available funding.
- Maintain accurate records of participant goals, support arrangements, and plan implementation activities.

Service Connection

- Identify and connect participants with suitable service providers that meet their individual needs and preferences.
- Facilitate referrals to therapists, allied health professionals, support workers, and community-based services.
- Research and source appropriate mainstream, community, and NDIS-funded supports.
- Promote participant choice and control when selecting providers and supports.
- Establish and maintain strong relationships with service providers and community organisations.
- Coordinate service commencement and ensure supports are delivered in a timely manner.

Capacity Building

- Empower participants to build the skills, confidence, and knowledge required to manage their supports independently.
- Provide education on participant rights, responsibilities, and self-advocacy.
- Encourage informed decision-making and increased choice and control over supports.
- Assist participants to develop and strengthen informal support networks.
- Support participants to increase community participation and social inclusion.
- Foster skill development in areas such as budgeting, service management, and goal planning.

Position Description

Service Agreements

- Assist participants to review, negotiate, and establish service agreements with providers.
- Create and maintain NDIS service connections in accordance with NDIS funding requirements.
- Monitor service delivery to ensure supports align with participant goals and expectations.
- Assess value for money and quality of services provided.
- Liaise with providers to resolve service issues, concerns, or changes in support needs.
- Ensure all documentation and agreements comply with organisational and NDIS requirements.

Crisis Management

- Respond promptly to participant crises, service breakdowns, and urgent support needs.
- Identify and mitigate risks that may impact participant health, safety, or wellbeing.
- Develop contingency plans to address unexpected changes in circumstances or support arrangements.
- Coordinate emergency supports and engage relevant stakeholders as required.
- Advocate for participants experiencing barriers to accessing essential services.
- Work collaboratively with families, carers, providers, and external agencies to achieve positive outcomes during periods of crisis.

Reporting

- Prepare comprehensive and evidence-based progress reports for NDIS plan reassessments and reviews.
 - Document participant achievements, outcomes, challenges, and recommendations.
 - Maintain accurate, timely, and compliant case notes and participant records.
 - Monitor participant progress against identified goals and support outcomes.
 - Collect and analyse relevant information from participants, families, and service providers.
 - Ensure all reporting meets organisational standards, NDIS requirements, and funding obligations.
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Position Description

Key Selection Criteria

Essential

- Demonstrated experience in navigating the NDIS framework, price guide, working with budgeting restraints, and portal systems.
- Ability to work independently and as part of a team, demonstrating initiative and problem-solving skills.
- Strong organisational and planning skills, with the ability to set priorities and manage competing demands.
- Exceptional verbal and written skills, with the ability to simplify complex information.
- High attention to detail with the ability to maintain accurate records, case notes, service agreements, and reports in accordance with NDIS and organisational requirements.
- Strong critical thinking skills to handle service breakdowns or conflicting provider schedules.
- Proficiency in using modern client management systems (CMS) and Microsoft Office suite.
- Sound judgement, integrity, and commitment to confidentiality and ethical standards.
- Build trustworthy relationship with participants, carers, families and third parties while maintaining boundaries and privacy
- Assist the participant to develop knowledge, identify and consider support options, and link the participant to broader systems of support within the community and surroundings
- Commitment to the values and mission of Kyeema and the principles of the NDIS, including participant choice and control, inclusion, and respect for human rights.

Other Requirements

- NDIS Worker Screening Check (or willingness to obtain)
 - Working with Children Check (or willingness to obtain)
 - Current Driver's Licence
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Key Performance Indicators (KPIs)

Area	KPI
Plan Implementation	95% of new participants receive plan implementation support within 10 business days of referral. Participant records and case notes are completed within 2 business days of contact in 95% of cases.
Service Connection	90% of participants are connected with required supports and services within agreed timeframes. Evidence of participant choice and control is documented in 100% of participant files.
Service Agreements	100% of active participants have appropriate service agreements where required. Service delivery concerns are addressed within organisational response timeframes.
Crisis Management	Urgent participant issues receive an initial response within 1 business day. Crisis events recorded and escalated according to organisational procedures.
Reporting	95% of NDIS review reports are submitted by required deadlines. Documentation audits demonstrate at least 95% compliance with organisational and NDIS requirements.

Occupational Health & Safety Responsibilities

- Comply with OHS legislation and company policies.
 - Report any hazards, incidents, or injuries promptly.
 - Promote a safe, inclusive, and respectful workplace.
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Values Alignment

Candidates must demonstrate a commitment to the values and mission of the organisation and the principles of the NDIS, including participant choice and control, inclusion, and respect for human rights.

Employee Acknowledgement

This position description is intended to provide an overview of the responsibilities and duties of the role and does not represent an exhaustive list of all tasks the incumbent may be required to undertake. Duties may be varied from time to time in line with the needs of the organisation, provided they are within the employee's skill level, competence, and classification under the relevant industrial instrument. The incumbent may also be required to perform other duties as directed, consistent with their qualifications and experience.

Employee Name:	
Employee Signature:	
Date:	

Office use only

Date of Reviewed:	August 2026
Reviewed by (insert position):	Support Coordination Manager