

**Title:** Support Coordinator

|                          |   |                 |                            |
|--------------------------|---|-----------------|----------------------------|
| Position Description No: | 123 09  | Recruitment No: | 10560                      |
| Position Based In:       | Bendigo   | Tenure:         | Ongoing- (up to Full time) |
| Relevant Award           | Social, Community, Home Care and Disability Services Industry Award 2010 , Level 3, underpinned by National Employment Standards (NES). |                 |                            |

## 1. The Organisation

Golden City Support Services (GCSS) is a community based, not-for-profit organisation that provides a range of support services to people with disabilities and to people recovering from mental illness.

GCSS began in 1979 to enable people with disabilities to live in and be part of, a community, in residential neighbourhoods, in a home similar to other people, with the opportunity to develop independence, personal ambitions, personal relationships and abilities. Today our vision reinforces our tradition.

Our vision is to create an inclusive community where people are supported to have homes in their local communities, develop their own relationships and enjoy the same access to community resources, opportunity to participate and rights as other members of their community.

## 2. The Role

Support Coordination is a defined National Disability Insurance Scheme (NDIS) support item. GCSS is a registered NDIS provider who's registration includes being able to offer NDIS participants the service of Support Coordination.

The GCSS Support Coordinator assists NDIS participants to strengthen their abilities to connect to informal, mainstream and funded supports, in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources.

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| DHS Standard<br>8.10  | ISO 9001<br>6.2.2 | Community Care Common Standard<br>1.7 |        | National Standards for Mental Health<br>8.6 |

## 5. Role Specific Responsibilities

The Support Coordinator is responsible to the Manager Support Coordination. The role responsibilities will be to provide support to participants of the National Disability Insurance Scheme (NDIS) with tasks such as but not necessarily or limited to:

- being able to facilitate family meetings.
- assess a number of mainstream, community, informal and provider options
- choose preferred options or providers.
- negotiate services to be provided and their prices, develop service agreements.
- negotiate services and prices as part of any quotable supports.
- arrange any assessments required to determine the nature and type of funding required (e.g. assessment to determine the type of complex home modifications required)
- decide the budget for each support type and advise any relevant plan manager of the breakdown of funds.
- liaise with any plan manager to establish the appropriate claim categories and attribute the correct amount of funds.
- link to mainstream or community services (i.e. housing, education, transport, health)
- strengthen and enhance their capacity to coordinate supports, self-direct and manage supports and participate in the community, including providing participants with assistance to:
  - resolve problems or issues that arise.
  - understand their responsibilities under service agreements.
  - change or end a service agreement.
- assisting the participant get ready for their plan review by helping them:
  - assess whether they achieved their goals and got value for money for their plan.
  - identify solutions to problems experienced in implementing the plan.
  - consider new goals.
- helping participants decide on what actions to take to achieve goals in relation to exploring housing options and life transition planning

Participation in training and professional development

Perform other duties as directed, commensurate with the skills and expectations of the role, **but note that a person holding this position cannot be involved in the provision of other NDIS support items on behalf of GCSS or outside of GCSS on behalf of another agency.**

Adherence to the General Workplace Requirements as defined in section 4 of this position description.

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### 3. The Person

To be considered for this position, you will be able to demonstrate you are committed to supporting participants in selecting and maintaining supports that meet the needs of the individual as defined within the participant's NDIA plan. You will also have strong organisational skills together with the ability to work collaboratively with others.

In addition, you will be required to demonstrate the following:

- An ability to build rapport and engage with families/people we support and other stakeholders.
- Collecting information and assessing issues
- An ability to plan, evaluate, implement and work towards outcomes.
- An extensive understanding of the disability and mental health sectors in general and the National Disability Scheme (NDIS) in particular
- An ability to work collaboratively with participants to source unique and individually tailored support solutions this will include innovative solutions for complex support requirements.
- An ability to build and maintain community connections.
- Strong communication and networking skills

### 4. General Workplace Requirements

All GCSS employees must commit to the following requirements as a condition of their employment at GCSS:

- Follow the published policies and procedures of Golden City Support Services.
- Operate in an ethical manner in accordance with relevant standards, values and policies that are prescribed by Golden City Support Services including the Golden City Support Services Code of Conduct.
- Comply with the laws of Victoria and the Commonwealth of Australia and other jurisdictions as may be relevant.
- Follow the Golden City Support Services Occupational Health and Safety policies and procedures and operate according to the prescribed 'safe systems of work'.
- Apply the principles and standards outlined in the Golden City Support Services Equal Opportunity, Workplace Bullying, Discrimination, and Sexual Harassment Policies.
- Maintain confidentiality in regard to the people receiving support, families, carers, other staff and the business dealings of Golden City Support Services (including GCSS electronic and printed materials).
- Participate in ongoing quality assurance and independent accreditation assessments.
- Be assessed as competent in performing the responsibilities of this role as defined in section 2 of this position description within the probationary period.
- Hold a current Victorian Driver License (or equivalent permit).

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| DHS Standard<br>8.10  | ISO 9001<br>6.2.2 | Community Care Common Standard<br>1.7 | National Standards for Mental Health<br>8.6 |

- Provide and maintain evidence of National Disability Insurance Scheme Worker Screening clearance and not be subject to a Victorian Disability Worker Commission Prohibition Order.
- Hold a current Working with Children's check
- Be legally able to work in Australia according to the relevant laws of the Commonwealth of Australia.

## 6. Selection Criteria

### 6.1 Position Specific Criteria

- Strong organisational and collaborative skills
  - To manage and prioritise work and to be able to identify when further direction or support is required,
  - Work across a number of partly complete tasks,
  - Understand the importance of and be able to collaborate with other staff and external parties,
  - Understand the importance of responding to participants within the specified timelines,
  - Ability to work within a defined, billable and targeted budget.
- Proficiency in use of Microsoft Office products, and client reporting management systems.
  - Ability to develop Word documentation.
  - Ability to design PowerPoint presentations.
  - Ability to learn client reporting and management system including billing hours.
- Report writing
  - Ability to write meaningful reports describing outcomes achieved,
  - Ability to identify possible erroneous data and either correct or know when to seek direction.
  - Ability to timely report on interactions with clients.
- Support coordination experience
  - Experience in coordinating supports, aligned to the NDIS practice standards.
  - Experience in conflict resolution,
  - Knowledge of service providers and mainstream and community supports within the region,
  - Understanding of NDIS Legislation 2013

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| DHS Standard<br>8.10  | ISO 9001<br>6.2.2 | Community Care Common Standard<br>1.7 | National Standards for Mental Health<br>8.6 |                           |

## 6.2 Core Criteria

- Upholding Professionalism
  - Upholds ethics and values.
  - Demonstrates integrity.
  - Demonstrates a tolerance for diverse views, values, ethnicity and backgrounds in relation to colleagues, the people we support and their families.
  - Considers professional boundaries in interactions with people we support and families and other stakeholders (i.e. no inappropriate disclosure).
  - Is committed towards the safety and welfare of those we support and other stakeholders.
  - Ensures performance milestones are met against deadlines.
  - Adherence to NDIS Code of Conduct
- Communication
  - Speaks clearly and fluently (using respectful language).
  - Expresses opinions, information and key points of an argument clearly.
  - Structures information to meet the needs and understanding of the intended audience.
  - Follows written instructions with ease.
  - Writes clearly, succinctly and fluently.
  - Uses correct spelling and grammar.
- Working Cooperatively and Collaboratively.
  - Listens to and persuades others; builds consensus and rapport.
  - Obtains cooperation from others to gain information and accomplish goals.
  - Focuses on the desired objectives and ensures negotiations remain on track.
  - Anticipates the positions of other stakeholders and is aware of the extent of potential for compromise.
  - Seeks regular opportunities to receive and provide feedback.
- Demonstrating Resilience.
  - Works productively in a challenging and changing environment.
  - Keeps emotions under control during difficult situations.
  - Balances the demands of work life and personal life.
  - Maintains a positive outlook at work.
  - Open to feedback and learns from it.
  - Refocus effectively following setbacks and challenges.
  - Responds appropriately in challenging situations.
- A lived experience of disability is encouraged
- Understands the NDIS practice standards surrounding support coordination.

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| DHS Standard<br>8.10  | ISO 9001<br>6.2.2 | Community Care Common Standard<br>1.7 | National Standards for Mental Health<br>8.6 |

## 7. Other Relevant Information

- The salary for this position will be based upon a Level 3 position as prescribed in the Social, Community, Home Care and Disability Services Industry Award 2010. Salary Packaging available.
- The position is based in Bendigo.
- For this position accrued and to be taken flextime is available, with conditions defined in the employment agreement.
- Acceptance of the position is conditional on the signing of an employment contract which includes a 6-month probationary period.
- Golden City Support Services (including all outside areas) is a smoke-free environment.
- Employment with GCSS is subject to obtaining and maintaining an NDIS Worker Screening clearance. The NDIS Worker Screening clearance is subject to ongoing monitoring against law enforcement and other relevant information. NDIS Worker Screening clearance status can be re-assessed if the Worker Screening Unit (WSU) or the NDIS Commission receive new or updated information that suggests the worker poses a risk to people with a disability. If NDIS Worker Screening clearance is revoked the worker will be unable to continue to work for GCSS. It is the responsibility of the worker to also maintain certain worker screening information as required by the WSU and the NDIS Commission. NDIS Worker Screening clearances expire every five years, and it is the responsibility of the worker to renew the NDIS Worker Screening clearance at the worker's own cost.
- Any other introduced probity check and employment screening requirements that legislative changes may require compliance with.

**Applications to be addressed to:** Reanna Stanway

**Applications to be emailed to:** [recruitment@gcss.org.au](mailto:recruitment@gcss.org.au)

**Address Line:** "Attn. Manager People and Culture Recruitment Number 10560"

**Closing Date:** Close of business 4 September 2025

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| DHS Standard<br>8.10  | ISO 9001<br>6.2.2 | Community Care Common Standard<br>1.7 |        | National Standards for Mental Health<br>8.6 |