

POSITION DESCRIPTION



Specialist Support Coordinator – 12 month parental leave position (with possibility of extension)

NDIS Support Coordination

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Specialist Support Coordinator (0.8 – 1 FTE negotiable)
PROGRAM:	NDIS Support Coordination
LOCATION:	SUNSHINE
REPORTING RELATIONSHIPS:	This position reports directly to Manager, Community Development and Support This position doesn't have any direct reports
EFFECTIVE DATE:	November 2023

Position Purpose

- To coordinate services across complex multi-disciplinary teams, and potentially across multiple funding streams, for NDIS participants
- To build the capacity of NDIS participants, and their support networks, to independently manage their supports and meet their personal goals
- To facilitate the growth and development of Jesuit Social Services NDIS Specialist Support Coordination services

Program Purpose

Jesuit Social Services is a registered provider of Specialist Support Coordination services for the NDIS. We provide specialist support coordination to NDIS participants from diverse backgrounds who are experiencing a range of complex needs, including; living with an intellectual or psychosocial disability, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, trauma, poverty and social exclusion. Due to the complexity of needs being addressed, participants may have a variety of funding streams in addition to their NDIS plan, including the Multiple and Complex Needs Initiative (MACNI), Targeted Care Packages (TCP), and Forensic Disability

Duties of the position

- Deliver high quality Specialist Support Coordination services to assist participants , and their support networks, to understand their NDIS plan, and progress towards their personal goals and objectives
- Support participants throughout the life of their NDIS plan with assessments, planning, referrals and advocacy
- Support participants to develop their capacity to navigate the NDIS service system to facilitate greater choice and control
- Liaise and collaborate closely with the participant, their supports, key stakeholders, and other funding bodies to provide a streamlined and seamless service response
- Work with the NDIS Business Manager, business unit, and other Jesuit Social Services programs to promote, grow and develop Jesuit Social Services' NDIS Specialist Support Coordinator service offerings
- Adhere to all NDIS administrative requirements relating to reporting, invoicing, participant record management, and stakeholder communication

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field
2. Demonstrated understanding of social justice principles, NDIS Quality and Safeguarding Framework, NDIS Practice Standards, the NDIS Act 2013, and the Disability Act 2006
3. Previous experience of specialist support coordination, complex case management or similar using a person centric, strengths based approach

4. Current working knowledge of local specialist and mainstream services to facilitate meeting participants' goals
5. Exceptional networking and relationship building skills across a range of stakeholders and disciplines, including superior written and verbal communication skills

Key Performance Indicators

- Specialist Support Coordination services provided to participants with complex needs in line with all relevant legislation, standards and requirements
- Participants successfully supported to achieve their personal goals as set out in their NDIS plan
- Participants increase their capacity to navigate the NDIS service system
- Strong collaborative relationships established with participants and other key stakeholders
- All NDIS administrative requirements relating to reporting, invoicing, participant record management, and stakeholder communication adhered to

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+

- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia
- Valid NDIS Worker Screen Check

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:

Leanne Acreman

Position Description Review Date:

November 2025