

CatholicCare NT Role Description

Position Title		NDIS Coordinator of Supports
Position Number		CC2751
Salary		Base Salary SCHADS Level 4 Plus, superannuation guarantee contribution, 17.5% leave loading and salary packaging option
EFT		Full-time 38 hours per week Monday to Friday 8.30 a.m. – 5:00 p.m.
Location		Darwin supporting Alice Springs and APY Lands
Completion		Ongoing
Last Reviewed		SEPT 2026

1. Program Description

The National Disability Insurance Scheme (NDIS) is a way of providing support for Australians with disability, their families and carers. The NDIS will provide Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need. The Scheme takes a lifetime approach, investing in people with disability early to improve their outcomes later in life. The Scheme aims to support people with disability to build skills and capability so they can participate in the community and employment.

The NDIS helps people with disability to:

- access mainstream services and supports;
- access community services and supports;
- maintain informal support arrangements;
- and receive reasonable and necessary funded supports required to live an ordinary life and achieve personal goals.

2. Purpose of the Position

The role of the NDIS Coordinator of Supports is to support participants to understand and implement the funded supports in their plans and to link them to community, mainstream and other government services. This role will focus on supporting participants to build skills as well as connect them to relevant and appropriate providers.

NDIS Coordinator of Supports will work with participants and their families to ensure a mix of supports are used to increase their capacity to maintain relationships, manage service delivery tasks, live more independently and be included in the community.

3. Organisational Relationships

Works under general direction and reports to designated supervisor as per the CCNT organisational chart.

Supervises other staff and/or works in a specialised field.

4. SCHADS Level 4 Characteristics

- Work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally, guidelines and work procedures are established.
- Application of knowledge and skills, gained through qualifications and/or previous experience in a discipline.
- Contribute knowledge in establishing procedures in the appropriate work-related field.
- May be required to supervise various functions within a work area or activities of a complex nature.
- May involve a range of work functions, which could contain a substantial component of supervision.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- Require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Expected to set outcomes and further develop work methods where general work procedures are not defined.

5. Key Responsibilities and Performance Standards

5.1 Assist NDIS participants to:

- optimise' their NDIS plans ensuring that they are getting the most out of their funded supports
- build the skills they need to understand, implement and use their NDIS plans
- exercise choice and control, to coordinate supports and access their local community.
- negotiate with providers about what they can offer the participant and how much it will cost out of their NDIS plans
- Implement their plans and increase their capacity to manage/direct their own supports
- Have greater opportunities to explore and connect with their community and alternative support options
- Strengthen their informal support networks
- Maximise the value for money they receive from their supports
- Access and use the NDIS Participant Portal myplace and PACE
- Effectively communicate and maintain relationships with the NDIA

5.2 Managing NDIS Plan and the Supports

- Complete all service agreements within 6 weeks of participants being referred to CCNT and prior to any service delivery being provided
- Breakdown NDIS plans:
 - determining what budgets are available for support required by participants
 - breaking down how many hours of requested supports are available in relevant budgets
- Ensure all participants have choice and control of how they would like to utilise their NDIS plan, within the reasonable and necessary guide lines
- Action referrals in a timely manner

- Negotiate on the behalf of participants for the services and/or supports to be provided and their prices, checking they are within the NDIS price guidelines
- Provide fortnightly checks on service satisfaction on supports being provided to participants
- Arrange for any assessments required for participants – following up on any recommendations made
- Connect appropriate participants their chosen plan manager
- 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)
- Be the key contact for service issues, complaints, major changes and plan reviews.
- Prepare participants plan reviews with their assistance by:
 - assessing 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
 - completing the 9 monthly NDIS participant report
- Ensuring Conflict of Interest is managed within NDIA frameworks

5.3 Key Performance Indicators (KPI)

- All service agreements to be completed within the 2 week timeframe
- Minimum of 30 billable hours to be completed weekly

5.4 Participate as part of the NDIS/Transition Programs team

- Attend all relevant meetings including team and staff meetings.
- Complete all mandatory and program required training within the stated timelines.
- Undertake any other duties as required relevant to the position and classification level.
- Comply with relevant WH&S requirements relevant to the position.

5.5 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

5.6 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during

the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

7. Work Conditions

In this role, you will regularly work with participants who have experienced, or are currently experiencing, domestic and family violence, child abuse, other forms of violence and threats of harm. The work may involve hearing distressing disclosures, managing safety concerns and working within mandatory reporting and safeguarding frameworks.

The position is located in a busy, open area office. This position requires 6 weekly trips to Alice Springs and APY Lands for a week at a time to coordinate services for NDIS participants and to maintain working relationship with other NDIS providers. This position does not include weekend work but may require some out of normal work hours work, balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the normal 76 hours.

8. Selection Criteria

- 1) Prerequisites
 - I. relevant four year degree with one year's relevant experience;
 - II. three year degree with two years of relevant experience;
 - III. associate diploma with relevant experience;
 - IV. lesser formal qualifications with substantial years of relevant experience; or
 - V. attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities.
- 2) A minimum of 2 years demonstrated experience working in the community services sector, delivering services to Indigenous and non-indigenous participants.
- 3) Experience within the psychosocial support area is desirable.
- 4) Demonstrated organisational skills, coordination skills, and the ability to prioritise, manage workloads, and meet deadlines and targets.
- 5) Intermediate computer skills, data entry, data base experience and sound general administration skills.
- 6) Strong interpersonal and communication skills including ability to relate to participants with a disability.
- 7) Demonstrated cultural competency, particularly in working with Indigenous people

9. Special Conditions

1. Must be an Australian Citizen or have unlimited work rights within Australia.
2. This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.
3. Current NDIS Worker Screening check.
4. Must not be an owner, associate, or otherwise connected to any other NDIS provider during their employment with CCNT.
5. Valid NT Drivers Licence and Ochre Card.
6. This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
7. If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 8. This position is classified as an essential worker.**
9. Six-month probation period.
10. Non-smoking working environment.
11. The contact details of at least two referees are required.
12. Evidence of qualification attainment will be required.
13. Aboriginal people are strongly encouraged to apply.
- 14. Any affiliation with any other NDIS provider needs to be declared.**