

Position Information

Position Title	Trainee Support Coordinator
Program	NDIS Support Coordination
Reports to	Team Leader/Program Manager
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 3

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The National Disability Insurance Scheme (NDIS) provides individualised support for people with disability, their families and carers. The NDIS provides all Australians with a permanent and significant disability, with the reasonable and necessary supports they need to live an ordinary life. NDIS is an improved approach of adhering to the needs of Australia's disability services and designed to deliver better integration of services for communities and ensure a more responsive system of service delivery that is able to meet the increasing complex range of needs of people with Disabilities. Coordination of Supports for NDIS participants is an important aspect in ensuring that participants are empowered to select their preferred provider and to develop an appropriate service agreement.

Reporting to the Team Leader/Program Manager, the Trainee Support Coordinator will work alongside and support a team of experienced Support Coordinators to support the learning and understanding of techniques and processes to provide Support Coordination for NDIS participants. The Trainee Support Coordinator role plays an important part in strengthening TeamHEALTH capabilities in the area of Support Coordination.

The Trainee Support Coordinator will provide direct support to participants, their family and carers in identifying and connecting providers to participants in the achievement of the objectives of their NDIS Plan. They will work under close supervision with a Support Coordinator or the Team Leader to ensure that TeamHEALTH's NDIS Support Coordination is provided in a person centred, recovery focused manner.

The Trainee Support Coordinator will focus on the development of capabilities in the following critical areas:

- Maintaining effective relationships with service providers and other relevant stakeholders.
- Assist with Support Coordination tasks that are related to coordinating funded, mainstream and community supports and building their participants to achieve the goals of their NDIS plan.
- Being an active and respectful member of the TeamHEALTH Support Coordination team.

The Trainee Support Coordinator will work through and be assessed against a range of capabilities required for a Support Coordinator role.

Following the successful completion of the Support Coordinator competencies the staff member must be willing and available to assist in the provision of Support Coordination activities as required by TeamHEALTH.

The Trainee Support Coordinator may be required to travel on a regular basis, including travel to remote communities, which may involve occasional overnight or weekly absences.

Key Result Areas

1. Support Coordination

- 1.1. Provide Coordination of Support within the agreed timeline to NDIS participants consistent with the type of Coordination of Support included in the NDIS Plan.
- 1.2. Provide assistance in identifying and implementing support options and appropriate directions related to NDIS Support Coordination.
- 1.3. Reflect the ways of working for TeamHEALTH's Pathway approach for referrals.
- 1.4. Support personal recovery planning and wellbeing through the provision of person centred supports consistent with their defined goals and aspirations identified in their NDIS Plan.
- 1.5. Provide advice to participants and their carers on the evolving environment of the NDIS.
- 1.6. Complete associated administrative work with NDIS Support Coordination, including but not limited to reviewing service agreements, monitoring budgets, correspondence with providers and high-level note recording and billing in SRS.
- 1.7. Develop and monitor Individual Recovery Plans with participants.
- 1.8. Ensure conflict of interest concerns are recorded and reported to the Team Leader in a timely manner.

2. Relationship Management

- 2.1. Be the point of contact for NDIS participants, their families and carers whilst upholding the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect during all engagements
- 2.2. Ensure high level communication with relevant service providers engaged in the support of an NDIS participant.
- 2.3. Identify, recommend and implement engagement strategies that enable participant, family and carer input into NDIS support coordination.
- 2.4. Work effectively with persons of Aboriginal and Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.5. Assist with fostering effective working relationships with support providers that have a role in the support network of the participant, whilst ensuring the Support Coordinator's focus is maintained and not shifted to a service provider role.
- 2.6. Engaging with and ensuring services and supports are accountable, building service pathways and networks of services and supports for the NDIS participant.

3. Reporting and Evaluation

- 3.1. Assist with preparation of NDIS progress reports on a regular basis.
- 3.2. Assist with monitoring, tracking and reporting on individual NDIS Plan expenditure.
- 3.3. Report and record a minimum of 65% of monthly hours against NDIS Plans.
- 3.4. Actively participate in monthly support and supervision with the Team Leader/Program Manager, including ongoing Support Coordination training, skill sessions, professional development and Support Coordination Capabilities Assessment.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current NDIS worker screening clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Certificate IV level qualification in Mental Health, Disability Support or a minimum of two years experience in a recovery planning area.
6. Demonstrated understanding of strength based approach, person centred recovery model.
7. Knowledge of the National Disability Insurance Scheme.
8. Demonstrated ability to build relationships and communicate effectively with participants, families, carers and service providers including community services and government departments.
9. Ability to analyse and exercise good judgment in problem solving and decision making with a commitment to strive for continuous quality improvement.
10. Demonstrate a high level of communication skills, including reading and writing, and demonstrated computer literacy.
11. Action orientated, flexible and innovative with the ability to work under general direction and collaboratively as part of a wider team.
12. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

13. Mental Health First Aid Certificate or willingness to obtain.

Position Description Approval

Approved by	Gilliann Frew
Date approved	23 October 2025
Signature	