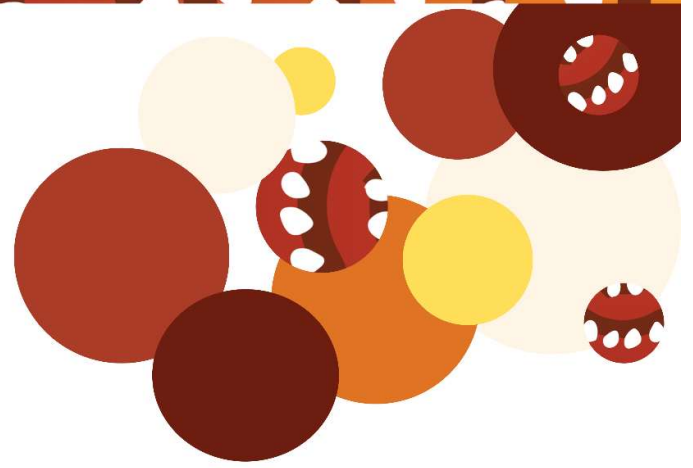




**NUNYARA**  
ABORIGINAL HEALTH SERVICE INC.



## Job & Person Specification

### Support Coordinator

The word Nunyara means Restored to health and comes from the language spoken by the Barnjarla people traditional owners.

Nunyara is an Aboriginal Community Controlled Health Service and is committed to meeting community needs by providing culturally appropriate primary health care and health promotion programs for the Aboriginal community in Whyalla, as well as education and advice to help families access the services they need from Government and mainstream services.

#### Organisations Values

##### Our values are Honesty, Respect and Integrity

<b>Honesty</b>	We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the organisation and with our consumers and partners by saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.
<b>Respect</b>	We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the organisation and with our consumers and partners by treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.
<b>Integrity</b>	We show integrity by honouring our values and the rules of our organisation, government and nation. This is shown in our dealings within the organisation and with our consumers and partners by doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.

## Job and Person Specification

### POSITION SUMMARY

<b>Position Title</b>	Support Coordinator
<b>Classification Code</b>	Administrative Grade 5
<b>Type of Employment</b>	Fixed Term – Until June 2027
<b>FTE</b>	1.0 FTE
<b>Position Created</b>	January 2024
<b>Last Review Date</b>	April 2026
<b>Next Review Date</b>	April 2027

### PERFORMANCE MONITORING

The incumbent is required to participate in a regular 1:1 Super Yarn meeting between supervisor and supervisee, in order to meet organisational, professional and personal objectives. Commonly referred to as a Performance Development Review, Supervision Meeting, or Appraisal. Which will include a review of employee's performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

### QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>A South Australian current driver's licence and willingness to drive is essential.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Experience in providing services to Aboriginal communities</li> </ul>
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work.</li> <li>Some approved out of hours work may be required for which time in lieu (TOIL) arrangements may apply.</li> <li>The incumbent will be required to strictly observe the confidentiality of information received and given.</li> <li>Successful applicant must be prepared to submit to a National Police Clearance and DCSI checks.</li> </ul>
<b>Salary / Award</b>	<ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020</li> </ul>

## Job and Person Specification Approval

Signature:

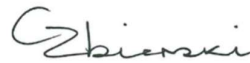


Date: 15<sup>th</sup> October 2025

Position: Chairperson

Nunyarra Aboriginal Health Service

Signature:



Date: 15<sup>th</sup> October 2025

Position: CEO

Nunyarra Aboriginal Health Service

## Team Structure

**Supervisor Reports to:**

**Supervisor's Position:**

**This Position:**

**Staff Supervised:**

*(This reporting relationship aligns with the organisation's planned transition to the future operating model (as discussed). Implementation will occur in a staged and consultative manner, with affected staff engaged as responsibilities and reporting arrangements move under their supervision)*

Executive Operations Manager

Integrated Care Team Leader

Support Coordinator

Nil

## OTHER POSITIONS WITHIN THE ORGANISATION

Chief Executive Officer, Executive Operations Manager, CQI & Projects Co-ordinator, Finance Manager, Clinic Manager, Practice Manager, Integrated Care Team Leader, Corporate Services Manager, Specialist Support Co-ordinator Support Co-ordinator, Aboriginal Disability Liaison Officers, Elder Care Co-ordinator Elder Care Connectors, Senior Clinic Receptionist, Chronic Care Co-ordinator Patient Journey & Visiting Service Co-ordinator, People, Culture & Capability Officer, Clinic Receptionists Maintenance Officer, Community Medical Practitioners, Practice Nurses Registered Nurses, Aboriginal Health Practitioners, Transport Officers

Visiting specialists & Health Professionals including:

- Respiratory Physician & Nurse
- Paediatrician
- Dietician
- Podiatrist
- Grief and Loss Counsellor
- ENT and Audiologist
- Optometrist
- Speech Pathologist
- Physiotherapist
- Psychologist
- Occupational Therapist

Contractors Including:

- Stock Management
- Medical Practitioner
- Medical Director
- Pharmacist

## Role Description

### OVERVIEW

Reporting to the Team Leader, Support Coordinator is responsible for providing comprehensive support coordination to participants. The Support Coordinator works with participants to understand and navigate NDIS processes and effectively utilise their NDIS plans. The Support Coordinator also supports participants to resolve points of crisis, assists in risk management procedures, provides informed choice and decision making to the participants about a wide range of services and supports, interfaces with mainstream and community services and ensures a high quality of integration of service delivery for these participants. The Support Coordinator also assists with reporting and changing your NDIS plan and providers. The Support Coordinator will collaborate with the participants, their families, carers and other stakeholders to develop and implement supports.

### Position Characteristics

The Support Coordinator is responsible for a range of tasks including:

#### Organisational Responsibilities

- Participate in performance appraisals, Nunyara training, group supervision, team meetings and professional development activities.
- Maintain appropriate personal and professional boundaries.
- Working as part of the team based on an ethos of collaboration, co-operation, respect, and mutual support.
- Other duties as directed by the Manager.

#### Working collaboratively with existing NDIA service providers and stakeholders such as:

- Aboriginal Disability Liaison officers
- Health Liaison Officers
- Justice Liaison Officers
- Partners in the Community (Mission Australia)
- NDIS planners

#### Support Coordination Responsibilities

- Connect participants to NDIS and other supports.
- In partnership with participants, develop and regularly review progress of individual plans and support strategies.
- Regular contact with each participant. Feedback from participants.
- Support effective utilisation of NDIS funds.
- Build capacity and capability to understand their plan, navigate the NDIS and make their own decisions.
- Work with other people in the participant's circle, such as their friends, family, therapists, and doctors, to meet the goals.

- Monitor the progress of plan goals and help participants in achieving them.
- Assist in preparing for initial and ongoing annual planning meetings with the NDIS
- Regularly review and refine support strategies to minimise risk and optimise best outcomes for participants.
- Build and maintain working relationships with disability and mental health services and other government and community agencies.
- Manage time effectively between participants and document the coordination that has been provided in the participant management system.
- Complete NDIS progress reports which outline progress towards NDIS goals, linkages to services, fund utilisation and recommendations for future.

## Level Characteristics

The **Support Coordinator** position is classified at the Aboriginal Community Controlled Health Services Award 2020, Administrative Grade 5 classification by the virtue of:

- (a) Positions at this level work under general direction in relation to established priorities, task methodology and work practices to achieve results in line with the corporate goals of the health service.
- (b) Positions at this grade may, under general direction of work priorities, undertake the preparation of preliminary papers, draft complex correspondence for senior officers, undertake tasks of a specialist or detailed nature, assist in the preparation of procedural guidelines, provide information or interpretation to other interested parties, exercise specific process responsibilities and oversee and co-ordinate the work of subordinate staff.
- (c) Work may involve specialist subject matter of a professional or technical project, procedural or processing nature, or a combination of these functions.

It is desirable that staff at this grade have **Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 1.**

- (a) an understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia;
- (b) where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups;
- (c) an ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander clientele through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour

- (d) an awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate
- (e) the ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation,
- (f) an understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity;

### **Working Relationships / Partnerships**

The South Australian West Coast ACCHO Network (SAWCAN) is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:

- Nunyara Aboriginal Health Service
- Port Lincoln Aboriginal Health Service
- Yadu Health Aboriginal Corporation
- Tullawon Health Service
- Oak Valley Health Service

The purpose of SAWCAN is to work collaboratively as a region to:

- Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people
- Demonstrate a strengths-based approach to achieving large scale solutions
- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge
- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

In addition to Nunyara's employees, this position will work closely with all members of SAWCAN.



## Key Performance Indicators

### Support Coordinator

The Support Coordinator will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool in order to evaluate the position and service provided.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
<b>Participant Engagement &amp; Access</b>	Connect participants to NDIS and other supports	Participants are successfully linked to appropriate NDIS and community supports			
<b>Person-Centred Planning</b>	In partnership with participants, develop and regularly review individual plans and support strategies	Plans are current, reviewed regularly, and reflect participant goals and needs			
<b>Participant Communication</b>	Maintain regular contact with each participant and gather feedback	Consistent engagement is maintained; participant feedback is documented and positive			
<b>Plan Monitoring</b>	Monitor plan budgets and support effective utilisation	Supports remain within budget and are aligned with participant goals			
<b>Capacity Building</b>	Build participant capacity to understand their plan, navigate the NDIS, and make informed decisions	Participants demonstrate increased independence and understanding of their plan			
<b>Stakeholder Collaboration</b>	Work with family, friends, therapists, doctors, and other supports	Strong collaborative relationships contribute to achieving participant goals			



**NUNYARA**  
ABORIGINAL HEALTH SERVICE INC.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
<b>Goal Progression</b>	Monitor progress of plan goals and support participants in achieving them	Measurable progress toward goals is demonstrated and documented			
<b>NDIS Planning Support</b>	Assist participants to prepare for initial and annual NDIS planning meetings	Participants are well-prepared and actively engaged in planning meetings			
<b>Continuous Improvement</b>	Regularly review and refine support strategies to minimise risk and optimise outcomes	Support strategies are responsive, effective, and improve participant outcomes			
<b>Stakeholder Relationships</b>	Build and maintain relationships with disability, mental health, government, and community services	Strong networks support participant access to services and coordinated care			
<b>Time Management &amp; Documentation</b>	Manage time effectively and document supports in the participant management system	Accurate, timely, and compliant case notes and records are maintained			
<b>Reporting &amp; Compliance</b>	Complete compulsory NDIS progress reports including goals, service linkages, fund usage, and recommendations	Reports are completed on time, are accurate, and meet NDIS Quality and Safeguards Commission requirements			

*\*\*These KPI's may be changed from time to time in consultation with Nunyara and the employee\*\**

## Scope of Work

### 1. Teamwork and Communication

- Promote the role and services of Nunyara; foster positive working relationships; contribute to committees and planning

### 2. Documentation and Administration

- Maintain accurate records; provide reports and statistics; ensure confidentiality; assist with policy development

### 3. Quality Improvement

- Participate in CQI, accreditation and mandatory training; support WHS and infection control

### 4. Professional Development

- Maintain registration; complete mandatory training; mentor staff and students; contribute to education programs

### • Customer Service

- Deliver respectful, culturally safe service; support client decision-making; uphold confidentiality and values

### • Organisational Contribution

- Participate in planning, meetings, and organisational initiatives; support colleagues; foster positive workplace culture

---

## GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination and will contribute to these objectives by:

- Contribute to the achievement of outcomes, as identified in the Nunyara Strategic and any Activity Plans by:
- Comply with policies, procedures, and codes of conduct
- Contribute to risk management and WHS including identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace and correctly utilising PPE
- Uphold privacy, confidentiality, and records management
- Participate in continuous improvement, cultural awareness training and performance reviews
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- Promoting awareness and compliance with Equal Employment Opportunity principles.



- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

*This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.*

---

---

**Date:** \_\_\_\_\_

**Acknowledged by Occupant (Signature):** \_\_\_\_\_

**Please print your First and Last name:** \_\_\_\_\_

## Selection Criteria

### **Essential Minimum Requirements**

[including qualifications, skills, experience and knowledge]

1. Experience in providing Support Coordination to NDIS Participants
2. Demonstrated experience engaging and supporting participants and their families to enable them to understand new information and make informed decisions
3. Demonstrated effective interpersonal skills, including communication, engagement, and knowledge of community kinship systems with people representative of the Whyalla Aboriginal Community
4. A sound understanding of person-centred thinking, the principles of the NDIS and the National Disability Service Standards
5. Demonstrate a knowledge and understanding of the principles of Equal Employment legislation and Work Health and Safety
6. Excellent time management, communication skills and a positive attitude
7. Demonstrated ability to use discretion and maintain confidentiality
8. Some experience in using various office equipment
9. Word processing and computer skills including the ability to learn to use new software and applications
10. Ability to liaise and form working partnerships with internal and external stakeholders
11. Ability to demonstrate initiative and co-ordination skills
12. Capacity to work under pressure to meet required timelines
13. Able and willing to undertake skills enhancement training and engage in professional development opportunities
14. Ability to organise and prioritise own work with supervision as required

### **Desirable Minimum Requirements**

[to distinguish between applicants who have met all essential requirements]

1. An understanding of the role and function of the Nunyara Aboriginal Health Service
2. Relevant certifications or study in the Disability and Mental Health field