COMMUNITY LIVING ASSOCIATION

Community Living Association

Growing communities where all people are valued

5 Nundah Street, Nundah QLD 4012 Phone: 07 3266 5633 www.communityliving.org.au

Coordinator: tlawrie@communityliving.org.au **Enquiries**: reception@communityliving.org.au

5.8.2026

Dear Applicant,

Thank you for your interest in the position of **Specialist Support Coordinator**.

Social Work, Human Services, or a related discipline is essential.
New graduates are encouraged to apply.

This full application kit includes the information applicants need to understand the role, CLA's practice, and how to apply.

Application kit contents

1. Application instructions and selection questions
2. Position Description — Specialist Support Coordinator
3. Support Coordination Practice Framework
4. Trauma, Vicarious Trauma, Burnout and Self-Care Policy and Procedure

The Support Coordination Team works with people with an intellectual/cognitive disability and/or psychosocial disability to build personal capacity to make decisions and choices about the implementation of all supports in their NDIS plan, including mainstream, informal, community and funded supports.

We value relationship-based and capacity building practice. The Specialist Support Coordinator connects participants with an NDIS plan to a range of supports which align with their NDIS plan, across one or more providers using CLA's Capacity Building Framework and CLA Support Coordination Practice Framework, necessitated by specific high-level risks in the participant's situation.

CLA is seeking a Specialist Support Coordinator to work with constituents to achieve their NDIS goals. The Specialist Support Coordinator is able to provide all services under the NDIS Support Coordination category, including Psychosocial Recovery Coaching, Coordination of Supports (Level 2) and Specialist Support Coordination (Level 3).

This is a **permanent part-time** (**22.8 hours / week) position, with an opportunity to increase hours as new referrals come through**. Remuneration is at a SCHADS Level 4 (Social and Community Services Pay Scales). There is opportunity to increase your income through inclusion in our salary sacrificing program. The SCHADS award can be accessed here:
https://awards.fairwork.gov.au/MA000100.html

Benefits of working in the Support Coordination Team:

- Diverse practice and skill development opportunities through working with NDIS participants with diverse needs and lived experiences.
- Receive day to day practice support and regular formal supervision by a qualified and experienced Social Worker (weekly during first 6 months of employment and monthly thereafter).
- Weekly team meetings for case reflections and team development.
- Comprehensive induction and internal training sessions.

- Mobile Phone & Laptop.
- Not for profit salary packaging.

Further information:

- Appointment to the position of Specialist Support Coordinator will be subject to the successful applicant holding, or being eligible to obtain, a Blue Card and NDIS Worker Screening Clearance before commencing employment.
- Prior to commencement, the successful applicant must also provide evidence of completion of the NDIS Worker Orientation Module "Quality, Safety and You".

To apply for the Specialist Support Coordinator position, please submit the following documents:

1. Curriculum Vitae (Please include name, position and contact details of 3 referees who can comment on your work)
2. Cover letter (maximum of three pages) answering the questions below. **Please include examples to illustrate your practice when responding to the questions (Questions: 1-5). Applications with no response to the questions below will NOT be considered.**

Questions

1. Why do you want to be a CLA Specialist Support Coordinator?
2. What is your practice framework, and what experience do you have working with people from marginalised backgrounds?
3. How do you operate as a member of a team, including teams and stakeholder groups you are currently involved in?
4. As a practitioner, how are you committed to ethical practice, reflection on practice and ongoing professional growth?
5. Please confirm whether you have a current driver's licence, access to a personal vehicle for work purposes, a current Blue Card, and a current NDIS Worker Screening Clearance.

Please forward applications in writing to:
Team Leader, NDIS Support Coordination Team
5 Nundah Street
Nundah QLD 4012
(or hcheng@communityliving.org.au)

Community Living Association is committed to creating inclusive and safe workplaces. We encourage applications from Aboriginal and Torres Strait Islander Peoples and people from diverse backgrounds.
Applications will be reviewed as they are received and interviews will occur on a rolling basis until the position is filled. Please apply at your earliest convenience.
If you would like further information about the role, please contact Heidi Cheng on 3266 5611 or hcheng@communityliving.org.au

Yours sincerely,
Heidi Cheng
Heidi Cheng
NDIS Support Coordination Team Leader

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ROLE DESCRIPTION

Specialist Support Coordinator

Purpose of Position

The role of the Specialist Support Coordinator is to assist NDIS participants with a cognitive/intellectual disability and/or psychosocial disability to build personal capacity to make decisions and choices about the implementation of all supports in their NDIS plan, including mainstream, informal, community and funded supports.

The Specialist Support Coordinator connects participants with an NDIS plan to a range of supports which align with their NDIS plan, across one or more providers using CLA's Capacity Building Framework and CLA Support Coordination Practice Framework, necessitated by specific high-level risks in the participant's situation.

The Specialist Support Coordinator is able to provide all services under the NDIS Support Coordination category, including Psychosocial Recovery Coaching, Coordination of Supports (Level 2) and Specialist Support Coordination (Level 3). References to Support Coordination throughout the role description refer to all these services.

Characteristics and Features

- Exercise initiative and judgement in providing NDIS Support Coordination services including undertaking assessment, planning for intervention and ongoing evaluation.
- Work independently to conduct holistic assessments, problem-solve and respond to participants with complex needs.
- Actively contribute specialised skills and knowledge, as outlined in the role requirements, internally and externally, and support other practitioners in the team.
- Use discipline skills and knowledge to work with people engaged in multiple and complex systems, e.g. NDIS, Child Safety, Youth Justice/Criminal Justice, Housing, Centrelink, Health, Mental Health.
- Manage time, set priorities, plan, and organise their work, engage in their own professional supervision, and supervise other staff/students as required.
- Advocate, coordinate and communicate effectively with internal and external stakeholders in complex systems.
- Engage in critical reflection individually, and as part of a team, to develop practice and practice responses to enhance outcomes for participants.
- Work both autonomously and in collaboration with the Support Coordination Team and external stakeholders.

Duties and Responsibilities

- Engage in case management and pro-active outreach to provide NDIS Support Coordination services to participants with an intellectual, cognitive and/or psychosocial disability, and complex support needs.

- Actively support participants to build their capacity, focusing on addressing barriers and reducing complexity in the support environment, while assisting participants to connect with supports and pursue their goals.
- Exercise responsibility for providing NDIS Support Coordination services and projects to participants with complex support needs on your caseload, drawing on the specialised knowledge and skills outlined in the role requirements.
- Apply CLA's Practice Framework, Support Coordination's Practice Framework, and CLA's Policies and Procedures in the work, to ensure best practice and to 'champion' the rights, needs and hopes of the participants we work with.
- Utilise thorough knowledge and understanding of the NDIS Price Guide and flexibility within budgets, NDIS Operational Guidelines, NDIS Act, and any other relevant NDIS documents and rules, to work creatively with participants to pursue their goals.
- Provide support and information at points of crisis using trauma-informed practice skills, including de-escalation skills, harm minimisation, risk assessments and safety planning.
- Network and collaborate with participants, families, significant others, community members and service providers to develop joint responses to the needs of participants.
- Provide practice coaching and/or intervention plans to the participant's support team; apply problem solving, conflict resolution and group facilitation skills in stakeholder meetings.
- A commitment to social justice and an understanding of how best to access, advocate for, and maintain services for participants with complex needs through working effectively with internal and external stakeholders in complex systems e.g. NDIA, Department of Child Safety, Department of Housing, Justice system etc.
- Utilise communication, advocacy, and planning skills to write professional reports, drawing on the information provided by stakeholders, outlining your assessments, interventions, and recommendations in support of a participants' goals and any subsequent resources (including NDIS funding) that they need.
- Identify service gaps and unmet needs that cannot be funded under NDIS. Explore other avenues and opportunities where participants can be an active member of the society.
- Represent CLA in forums and networks, advocating with, or on behalf of, participants, to improve their opportunities and outcomes.
- Respectfully and actively participate in regular and ongoing supervision, reflective practice through team meetings, staff development activities, and contribute to a positive work environment.
- Work as a member of the Support Coordination team, including providing back-up support and/or assistance to other team members as required; particularly when continuity of service delivery is compromised.
- Share administrative responsibilities e.g. taking referrals, office phone duties, answering phones, locking up and recording at team meetings.
- Maintain record keeping such as case notes, minor expenditures, report writing and assist the Team Leader with programmatic / organisational data and reporting, including requirements of NDIS funding.
- Work autonomously to fulfill the requirements of the role.
- Work collaboratively with your team members, and other staff across the organisation, as required.

Requirements

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- Social Work, Human Services, or a related discipline is essential.
- Specialised knowledge and/or experience in developmental practice and working with people with an intellectual, cognitive and/or psychosocial disability.
- A comprehensive understanding and skills in the Helping Process, Relational Practice, Trauma-Informed Practice, Crisis Intervention, Capacity Building Framework.
- A commitment to social justice and an ability to use advocacy skills in practice.
- Sound knowledge and skills in working with people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders, and the LGBTIQ community.
- Driver's licence and use of own vehicle for work purposes (mileage reimbursed as per SCHADS Award).
- NDIS Worker Orientation Module "Quality, Safety and You" certificate of completion.
- NDIS Worker Screening Clearance.
- Blue Card "Working with Children Check".

Accountability

- The Specialist Support Coordinator is accountable to the Support Coordination Team Leader.
- They are required to follow CLA's Policy and Procedures and statutory requirements.
- In accordance with the Staff Supervision and Staff Development Policy, regular supervision will occur with the Team Leader.
- Specialist Support Coordinator will be supported with opportunities for professional development.

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Community Living Association
POLICY AND PROCEDURES
Disability Services
Specialist Support Co-ordination
Practice Framework

Support Coordination Team's practice is based on relationship building.

- Our practice is holistic, proactive, adaptive, inclusive and reflective.
- We recognise constituents are the expert of their own lives and have capacity to make informed choices.
- We show unconditional positive regard, compassion, curiosity and patience as we support constituents to identify and achieve their goals, hopes and dreams.
- We acknowledge it is important for constituents, workers and members of the community to feel safe (both physically and emotionally) so that we can engage in honest dialogue to deal with hard issues and critical situations.
- We acknowledge and respect people from all cultural backgrounds and adopt transcultural practice.

Support Coordination Team's practice is based on reflection and best practice.

- We hold ourselves accountable to constituents, their significant others, CLA and the broader community by having proactive and ongoing dialogues about our roles, responsibilities and expectations.
- We demonstrate transparency with our work through engaging in ongoing learnings such as critical reflection, team meeting, supervision and other professional development opportunities.
- We practise gentleness and remain humble. We acknowledge there are gaps in our practice and strive to improve continuously.
- We practise self-care to enhance our physical, mental and emotional well-being.
- We celebrate achievements with constituents and their supporters.

Support Coordination Team's practice is based on building resources and capacity.

- We work with and build on constituents' and their supporters' strengths and resources as we navigate the NDIS and other systems together.
- We commit to gather, share and hold information respectfully to both the internal CLA community and external network.

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- We seek to collaborate and maintain an effective working relationship with all stakeholders – having ongoing dialogues about roles, responsibilities and expectations.
- We support constituents and their supporters to make informed decisions.

Support Coordination team's practice includes sitting with dignity of risk and uncertainty.

- We seek to respond to constituents with complex support needs with respect, flexibility and creativity.
- We uphold constituents' rights and are committed to support them to have a voice and exercise their rights.
- We work alongside constituents to explore and implement innovative strategies to overcome personal, structural and systematic barriers.

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POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potentials not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- CLA will take proactive measures to reduce the impacts of trauma, vicarious trauma and burnout by providing regular supervision, team building opportunities, team meetings and professional development.
- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.4.12 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include self-care plans, safety plans, counselling, critical

incident responses, disengagement from certain situations.

- Where a worker is experiencing, or is at risk of experiencing burnout, vicarious trauma or trauma (eg. Following a critical incident) they may request or be offered up to 3 counselling sessions with an external social worker or psychologist. Where this is considered beneficial to the work, the worker and their team leader will seek approval from the Coordinator or the Practice Manager. Where approved by the Coordinator or Practice Manager, CLA Inc will pay the reasonable cost of the sessions and the workers hours to attend. Where these sessions occur outside of the workers ordinary hours, they are entitled to take the hours as Time off in Lieu / flex time at one to one ordinary hours.
- Where a critical incident has impacted multiple workers or teams, the CLA Coordinator or Practice Manager may contract an external provider (eg. A Social worker or psychologist) to provide a group debrief and / or group supervision session with the impacted workers or teams.