



Support Your Path Program

Job Package

Support Coordinator

Pathfinders

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, Client Support Services and Out of Home Care services. Pathfinders' services are located across the Mid North Coast, New England and North West Tablelands of NSW. Pathfinders' vision is that all children, young people and their families will have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality, and are able to achieve and contribute to their full potential.

The Sanctuary Model

Sanctuary is an organisational framework that ensures that our culture and practices are guided by Trauma-informed principles. Sanctuary goes beyond providing a set of tools and techniques – it is a culture shift to address the effects of trauma at every level. Pathfinders have made a commitment to embed the accredited and widely adopted Sanctuary model into every aspect of our organisation.

Support Your Path (SYP)

Pathfinders Support Your Path program is an embodiment of our commitment to providing innovative and personalised direct care supports to individuals with disabilities. Our primary goal is to help participants embrace life and reach their goals, fostering greater independence while encouraging participation and learning. We are passionate about enabling people with disabilities to live their dreams and achieve the very best in their lives.

Role of the Support Coordinator

The Support Coordinator is responsible for ensuring a high standard of service delivery and participant care. The Support Coordinator position is responsible for coordinating support services to enhance participant outcomes and improve access to essential resources.

Selection Criteria

- Relevant tertiary qualifications in disability services, social work, community services, or a related field, or equivalent industry experience.
- Previous experience in a Support Coordination or Case Management role
- Understanding of the NDIS framework, including policies, procedures, and service provisions.
- Ability to work with participants to develop and implement individualised support plans that reflect their goals, preferences, and needs.
- Commitment to ensuring services are person-centered, respecting the autonomy and rights of each participant.
- Ability to identify challenges, problem-solve, and offer solutions to ensure the delivery of appropriate services.
- Excellent verbal and written communication skills to liaise effectively with participants, families, service providers, and internal teams.
- Ability to build and maintain strong relationships with participants, families, carers, and external service providers.
- Proficiency in Microsoft Office and client management systems to document and manage participant information and support services.
- Willingness to adopt Pathfinders program philosophy and engage in training when provided.
- Accreditations required:
 - Police Check
 - Working with Children Check
 - NDIS Worker Screening Check
 - First Aid and CPR Certificate
 - Quality, Safety and You: NDIS Worker Orientation Module Certificate.

Enquiries

Application Enquiries – To Corporate Services at hr@pathfinders.ngo

Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered based on merit, that is, the applicant considered to be the most capable of doing the job is selected.

Pathfinders encourages applications from people who identify as Aboriginal and/or Torres Strait Islander descent

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply

Applicants MUST follow these steps to be considered for the position.

1. Prepare a typed application which includes:
 - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
 - A current resume detailing your relevant skills and experience.
 - A photocopy of your relevant academic qualifications.
 - The names and phone numbers of two recent work-related Referees (at least one referee should be a recent supervisor, if possible).
2. Please email applications to hr@pathfinders.ngo

Interview

If you are selected for an interview, you will be contacted by telephone or email. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



Support Your Path Program

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Support Coordinator

Position Title:	Support Coordinator
Responsible to:	Disabilities Support Manager
Position Status:	Full Time
Salary:	SCHADS Modern Award Level 5.1

Purpose of position

The Support Coordinator plays a vital role in ensuring a high standard of service delivery and participant care within the Support Your Path (SYP) program. This position is responsible for coordinating tailored support services, ensuring that participants receive the appropriate and effective assistance aligned with their unique needs and goals.

The role requires strong organisational, communication, and relationship-building skills to ensure services are person-centered, high-quality, and aligned with NDIS guidelines. The successful candidate will be proactive, detail-oriented, and capable of ensuring NDIS compliance, and liaising with stakeholders to ensure participants receive appropriate and effective support.

The NDIS Support Coordinator works closely with participants to help them navigate and coordinate services that align with their personal aspirations. This role ensures that participants have access to the necessary supports to enhance their independence, well-being, and overall quality of life.

Reporting relationship and accountabilities

The Support Coordinator will:

- Report directly to the Disabilities Support Manager.
- Collaborated with Senior Disabilities Coordinators and key stakeholders to enhance service quality.
- Maintain confidentiality, ethical service delivery, and adherence to organisational policies and procedures.

Specific tasks and responsibilities

Support Coordinator Responsibilities

- **Participant Assessment & Planning:**
 - Conduct assessments and develop individualised support plans in collaboration with participants and their support networks.
 - Set measurable goals with participants and their support network.
 - Review support plans regularly (every three to six months) to ensure they remain relevant and effective.
- **Resource Coordination & Management:**
 - Connect participants with relevant and appropriate services (e.g., allied health, housing, employment, and community services).
 - Maintain a database of available providers and community services for efficient referrals.
 - Facilitate service agreements and liaise with providers to ensure participants receive timely and appropriate services.
- **Follow-up & Monitoring:**
 - Conduct monthly check-ins with participants to evaluate the effectiveness of support services.
 - Document and monitor participant progress, adjusting support plans as necessary.
 - Address any service gaps or concerns raised by participants in a timely manner.
- **Collaboration & Communication:**
 - Act as the key liaison between participants, families, providers, and internal teams to ensure seamless coordination of supports.
 - Organise and lead case conferences or multidisciplinary meetings to ensure coordinated care.
 - Provide clear communication to all stakeholders regarding participant goals, challenges, and service adjustments.

Pathfinders – Purpose and Goals

Pathfinder's vision is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

Pathfinders Vision

The Pathfinders vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies

Pathfinders Mission

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

Pathfinders Principles of Service

The following principles guide our provision of services to children, young people and their families:

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination based on religion, gender, race, sexuality or disability
- Quality service provision based on equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients
- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

Pathfinders across the New England, North West Tablelands and Mid North Coast

Pathfinders is now located in offices across the New England and North West Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family and youth support services, juvenile justice, youth work, child protection, and Out of Home Care services.

Pathfinders programs and services include:

- Youth social, recreational and vocational programs.
- Family referral services to ensure assistance gets to families and their children when they need it

- Information and referral assistance to link client with appropriate support agencies
- Refuge and supported accommodation services to young people
- Full time support for young people in out of home care
- Juvenile justice support services to assist young people to reintegrate into our communities
- Child protection and family referral services
- Field placement and training for local TAFE and University students seeking employment in human services
- Provision of out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after care services to vulnerable children, young people and their families

Employee Signature

Date