

Position Vacant

NDIS Support Coordinator: Mid Coast Local Government Area of NSW

Due to the expansion of our service, we are seeking to employ a professional and values-aligned person to join our supportive and friendly team in delivering high quality customer service and support coordination services to participants.

This role will support our participants on the Mid Coast of NSW, including Port Stephens, Forster, Taree, Gloucester and surrounding areas. The role will be primarily based in a working from home environment. Applications will be considered from all locations.

A permanent full-time position (38 hours per week) is available, working Monday – Friday each week.

Closing Date

Applications must be received **before midday on Monday, 8th September 2025**.

Who are we looking for?

Successful applicants for this position, will be people who:

- are friendly, kind and positive people, with a can-do attitude
- not only want to meet expectations, but want to exceed them
- are highly organised, efficient and effective
- are passionate about inclusion and capacity building, and the National Disability Insurance Scheme.

About Blue Sky Community Services

Blue Sky Community Services is a not-for-profit values-based community organisation. Our vision is to support people to thrive and to create communities where everyone belongs. Since 1975 we have been working in partnership with people and communities to achieve positive outcomes. We deliver a range of services that assist the people and communities we work with to thrive.

Our work environment is supportive and flexible, and our culture is positive, and values based. We have organisational values that are lived workplace practices. At Blue Sky Community Services, we value optimism and innovation, integrity and respect, inclusion and diversity, and connection and kindness.

We offer salary packaging and invest in our staff's continuous learning and professional development journey.

We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to apply to work with us.

You can find out more about us, and our work, at our website at www.bluesky.org.au and by visiting our Facebook page.

About the Support Coordination Service

Blue Sky Community Services is a registered National Disability Insurance Scheme (NDIS) provider that works in partnership with people with disability, to reach their goals and dreams through delivering approved services and assist eligible participants to access their NDIS supports. Our team provides Support Coordination services across the Manning Great Lakes region.

The Support Coordination service:

- Supports participants with complex health and disability needs (including psychosocial) that are receiving support coordination funding from the National Disability Insurance Scheme (NDIS), to assist them to interpret their NDIS Plan and build their capacity to make decisions and choices about the implementation of supports in their NDIS, including mainstream, informal, community and funded supports
- Works with participants 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
- Provides exceptional customer service to ensure quality outcomes
- Develops and maintains positive relationships with local services, community organisations, the National Disability Insurance Agency and Local Area Coordinators
- Oversees participant Plan funding
- Resolves crisis situations, ensuring that the client's best interests and resilience are supported.

You can find out more about the Support Coordination Service at the NDIS website at www.ndis.gov.au

Positional Criteria

1. Demonstrated ability to strongly and consistently align behaviours, attitudes and conduct with the organisation's values, culture and code of conduct.
2. Qualifications in Disability, Mental Health or Individual Support or a commitment to commence studies during the probation period or willingness to undertake studies during employment.
3. You will be required to have a fully insured and registered vehicle to be used for business purposes, with Roadside Assistance.
4. Knowledge and experience of the NDIS Support Coordination function and why it is important in building a Participant's capacity and to the overall success of the NDIS
5. Knowledge of relevant service providers across mainstream and other community service sectors, including mental health and disability providers.
6. Demonstrated passion for, and sound understanding of, the importance of the provision of exceptional customer service.
7. Possession of excellent customer service skills and people skills.
8. Demonstrated ability to quickly learn, master, and proficiently use, information and communication technology tools and systems, including using excel spreadsheets, email inboxes, phone systems, the Microsoft suite of products; client management systems and databases, and accessing shared calendars to make appointments.
9. Demonstrated capability, and willingness, to promote the NDIS in a positive manner, and to communicate its goals, activities, processes and functions correctly and confidently.
10. Demonstrated capability, and willingness, to achieve key performance indicators within a high-volume environment to required timeframes.
11. Demonstrated effective, efficient and productive working skills, including very good time management, prioritisation, organisational, administrative, record keeping and writing skills.

How to apply

To apply for this position, applicants must:

- Complete the Application Form (downloadable from our website); applications that are received without a completed application form will not be considered
- Email the completed Application Form and a current Resume to recruitment@bluesky.org.au

In responding to the criteria, applicants need to demonstrate how they fulfil the criteria of the position. Please note that applications that are received after the closing date and time will not be considered.

We want you to bring your best self to this application process. At Blue Sky, we are committed to supporting adjustments throughout the recruitment and selection process to ensure candidates can participate in the application, interview and assessment phases of the recruitment process. If you feel you may require an adjustment during the recruitment process, please contact our Inclusive Communities Manager on melaniejacobs@bluesky.org.au or (02) 6651 1788 to discuss.

Our Recruitment Process

Stage One: Application Assessment Stage

- All applications are assessed against the criteria.
- Applications that are not complete, or that do not satisfactorily address the criteria will not be considered for interview.
- Shortlisted applicants will be asked to proceed to the interview stage of the recruitment process.
- Applicants who are not selected to progress to the interview stage will be advised by email.

Stage Two: Interview Stage

- Applicants who are selected to progress to the interview stage will be contacted to arrange an interview date, time and location.
- At the interview, applicants will be asked questions to determine whether they are able to perform to a high standard within the role and to determine whether they are a good fit for the position, the organisation and our values.

Stage Three: Further Information Gathering Stage

- Following the interview applicants may be asked to complete on-line psychometric testing, to further determine suitability for the position.
- Following the interview, the organisation may contact the applicant's referees to further determine suitability for the position.
- Applicants may also be requested to attend a second interview.

Stage Four: Employment stage

- Successful applicants will be contacted by the organisation to discuss employment possibilities.
- Unsuccessful applicants will be advised via email.
- Unfortunately, due to the volume of people who apply for our positions and want to work with us, we are unable to provide individual feedback to our applicants.