



MHACA

Mental Health Association of Central Australia

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POSITION: NDIS Support Coordinator
SALARY LEVEL: \$88,970.98 - \$106,393.97 MHACA EBA/SCHADS Level 4 or 5 (dependent on experience)
+ 12% super
POSITION HOURS: 38 hrs a week. Full time and ongoing.
TEAM: Support Coordination
REPORTING TO: Support Coordinator Manager
LOCATION: Alice Springs, onsite at MHACA
POSITION REVIEWED: December 2025

ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

ABOUT THE ROLE

ROLE DESCRIPTION	<ul style="list-style-type: none">• The Support Coordinator assists NDIS participants with psychosocial disability to access quality formal and informal support services in their community.• The Support Coordinator will establish and maintain a collaborative relationship with the participant and will ensure the participant is linked to the services and supports that will allow them to achieve the goals articulated in their NDIS Plan.• The Support Coordinator will manage the implementation of supports, and monitor, review and report against the goals in the NDIS plan.• Support Coordinators support participant choice and control, and with families and other stakeholders will help build capacity of the participant to reach greater levels of independence.
TEAM DESCRIPTION	<ul style="list-style-type: none">• MHACA's Support Coordination team coordinates NDIS supports for MHACA participants with NDIS plans.• The Support Coordination team advocate for the rights of the participants, and work together to facilitate the best outcomes from their NDIS plans.

RESPONSIBILITIES

ROLE RESPONSIBILITIES	<ul style="list-style-type: none">• Develop rapport with the participant and their representative/guardian to understand their support needs and preferences.• Analyze participant NDIS Plans and goals and connect participants with
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Mental Health Matters

	<p>appropriate providers, supports, and community capacity building activities.</p> <ul style="list-style-type: none"> • Meet with participants regularly (in person, via phone or online) to discuss their goals and priorities, monitor effectiveness of supports and to discuss any administration required or plan changes. • Utilize tools like the MHACA client management system to maintain accurate documentation that meets legislative and organisational requirements. • Build strong, culturally sensitive relationships with participants, families and guardians and build capacity to exercise choice and control. • Provide education to participants with a NDIS plan to understand funding categories, budgets, Service Agreements, and support options. • Monitor progress, track outcomes, ensure supports are delivered effectively and monitor expenditure in line with service agreements and participant plans. • Liaise with and report as required to NDIA in relation to NDIS participants and their plans. • Advocate for participants when plans do not meet support needs or in plan review processes and facilitate stakeholder meetings as required for coordinated support provision.
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Work in accordance with MHACA's strategic direction and uphold our values. • Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours. • Undertake professional development in line with MHACA's Learning and Development Framework. • Represent and promote MHACA in the wider community. • Any other duties which may reasonably be expected in relation to the role.
WORK, HEALTH & SAFETY QUALITY ASSURANCE	<ul style="list-style-type: none"> • Contribute to MHACA's Quality Committee and Work Health Safety Committees as required. • Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures. • Actively participate in the organisation's quality, safety and risk management systems. • Identify and report hazards and risks and engage in organisational WHS activities. • Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace. • This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required.
VALUES & BEHAVIOURS	<ul style="list-style-type: none"> • Conduct all work in line with MHACA values which are: BELONGING: Connection - Relationships - Community - Collaboration HOPE: Optimistic - Courage - Goals - Change RESPECT: Listen - Kindness - Fairness - Inclusive

	<p>HONESTY: Trust - Integrity - Transparent – Accountable</p> <ul style="list-style-type: none"> Adhere to and apply strict confidentiality practices and guidelines to all participants, staff and organisational sensitive information.
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SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	<ul style="list-style-type: none"> Qualifications in community services, disability, business, allied health and/or commensurate work in these areas. Experience in case management, care coordination, allied health or disability services (NDIS experience highly valued). A demonstrated person-centered, recovery-focused, and strengths-based approach to supporting participants with complex needs. Excellent administration, documentation and financial management skills. Excellent communication, time management and organisational skills. Ability to work within a team environment and independently. Experience in working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence. Proficient in using Microsoft Office (Outlook, Microsoft word etc.) and experience using databases or client management systems. Hold a Current NT Driver's License.
DESIREABLE	<ul style="list-style-type: none"> Experience working in NDIS service provision and an understanding of the NDIS practice standards. An awareness of the key issues faced by people living with mental health challenges in Central Australia. Bachelors degree in Social work or Allied health. Experience in working with budgets and finances.

EMPLOYMENT BENEFITS

- Competitive, above award wage salary + 12% super
- Generous salary packaging
- 6 weeks' annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

APPOINTMENT CONDITIONS

- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver's License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card.

Position Description Authorised



Chief Executive Officer (December 2025)

TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to hr@mhaca.org.au

ACKNOWLEDGEMENT		
I have received a copy of the Position Description and have read and understand its contents:		
----- Employee Name (please print)	----- Employee Signature	----- Date
----- Supervisor Name (please print)	----- Supervisor Signature	----- Date