

IMPACT Community Services

Position Description



JOB CODE: 01.002.28
JOB TITLE: NDIS Service Manager
PROGRAM/SECTION: National Disability Insurance Scheme (NDIS)
REPORTS TO: General Manager Disability, Employment & Training
AWARD: Social, Community, Home Care & Disability Services Award 2010
CLASSIFICATION: Level 5
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

Approval Date:	17.11.2020	Version:	20240405
Sharepoint:	People & Culture, Position Descriptions, 01 Management		

Impact Commitment Statement

Our staff will actively contribute to the organisation's vision, mission, values, policies and procedures.

In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

What is our vision?

Improving lives

What is our mission?

Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

What are our values?

What do we expect from our staff and what do our participants expect from us?

Build trust in relationships – Cultivate habits that build positive interactions and experiences with others

Empower others – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity

Be compassionate – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live

Celebrate uniqueness – Create a place that is built on dignity and respect and where everyone is welcome

Work together – Leverage collective genius to find new ways to think big, experiment and solve shared problems

Create positive impact – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision

Strive for excellence – Pursue continuous growth, high performance and improvement

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OVERVIEW:

The purpose of the NDIS Service Manager role is to lead a client focused and price competitive service to NDIS participants. The NDIS Service Manager is accountable for the NDIS and Independent Living Options programs, particularly:

- Delivering and growing the NDIS and ILO services sustainably
- Preparing and managing to annual plans and budgets
- Developing, implementing and reviewing services and support models
- Ensuring compliance in terms of all NDIS legislation and standards

IMPACT is a Child Safe Organisation and is committed to the safety and wellbeing of children and young people. All employees of IMPACT must follow the National Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

MAIN DUTIES/RESPONSIBILITIES:

Strategic and operational planning:

- Ensuring program outcomes are aligned to IMPACT's vision, mission and strategy
- Providing reports and plans such as business plans to the Executive Leadership Team
- Directing resources, including staff, to ensure they are deployed in a planned and efficient manner and
- Developing robust policies and processes which support participant centred outcomes
- Promoting IMPACT, NDIS and ILO programs to the wider community

Financial management:

- Ensuring the financial sustainability of the NDIS and ILO programs by:
 - Developing and managing the budget
 - Ensuring the accurate and timely generation of service agreements as the first step in the financial process
 - Working in partnership with the Finance team so the Finance team can manage and reclaim external NDIS debt on behalf of the NDIS program
- Complying with requirements for funding and reporting

Develop and foster a participant centred culture by:

- Leading and managing a team to deliver services that empower participants and build their capacity
- Ensuring high quality service and positive outcomes for participants, their families and other stakeholders
- Seeking feedback from participants and their families to identify opportunities for continual improvement
- Responding constructively to participant feedback and addressing any issues in a positive manner

Leadership:

- Coaching and supervising staff to achieve individual and team outcomes
- Providing clear direction, role modelling and feedback to staff
- Growing subject matter expertise and currency about the NDIS industry within staff

NDIS Compliance:

- Ensuring all policies, procedures and operations are compliant with the NDIS Practice Standards and Quality Indicators, NDIS regulations and Codes of Conduct.
- Ensuring all NDIS staff are aware of and abide by IMPACT and NDIS Codes of Conduct.
- Reporting to the NDIS Quality and Safeguard Commission if and when required.
- Maintaining a safe NDIS service free from abuse, neglect and discrimination.

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General

- Take reasonable care for personal health and safety in the workplace and that of others
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization. Where Higher Duties apply the relevant Award will be followed

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Track record in managing and leading teams providing a customer service
- Thorough understanding of person-centred practice in the delivery of services
- Working knowledge of the operation of the National Disability Insurance Scheme
- Demonstrated experience in human services contract management and delivery
- Financial literacy, including understanding business drivers and financial and management reporting
- Experience in setting and managing to business plans and budgets
- Proficient in using a Client Information System and the MSOffice suite
- Well-developed leadership and management skills,
- Demonstrated ability to lead teams providing services within a regulated industry/sector

Desirable

- Certificate IV or higher in Disability, Individual Support or a related discipline
- Change management experience within a customer service environment
- Project management experience
- Working knowledge of the issues and needs of people with disabilities, their carers' and families.

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain an NDIS Worker Screening Card and Working with Children (Blue Card). There is also a requirement to obtain a National Police Check (AFP).

Acknowledgement

I have received, reviewed and fully understand the position description for NDIS Service Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME

SIGNATURE

DATE