

Position Description

Position Title	NDIS Services Manager
Position Reports to	General Manager Customer Outcomes
Position Leads	NDIS Service Coordinators, Roster Coordinators, Intake Officers and Roster Officers.
Location	29 Learmonth Street, Alfredton.
Employment Type	Full-Time
Last Updated	December 2023

Why are we here?

Purpose: We partner with our supported employees to create their best life.

Our Vision: To fulfil the unmet support needs of our community and enrich lives every day.

How do we do this?



What is your purpose?

The NDIS Services Manager is responsible for the continuous improvement and successful execution of our centralised intake, NDIS agreement review and renewal, customer outcomes reporting and staff scheduling functions within our customer journey.

Managing two key functions of NDIS Administration and Workforce Scheduling, the NDIS Services Manager will:

- Proactively and regularly engage with all disability service managers to promote an inclusive and customer outcome driven approach to service delivery,
- ensures an optimal intake and on-boarding process for all prospective, new and existing customers,
- ensures optimal support of our customers through outcome reporting and plan review,
- collect and evaluate data that contributes to decisions regarding service delivery, growth and innovation, and
- manage the Rostering function for McCallum Disability Support Workers, ensuring there is an appropriate shift rostered to meet the requirements of a customer's service request and an appropriate Disability Support Worker matched and scheduled for the shift.

The NDIS Services Manager is an expert in the NDIS and will lead the NDIS Services Team through ongoing NDIS reforms.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
NDIS Services Administration	<ul style="list-style-type: none"> • Ensure a high level of customer service as the team welcomes customers to McCallum. • Develop, implement and oversee systems to ensure optimal central intake services in consideration of the new customer pipeline, management of wait lists, plan navigation and execution of service agreements in accordance with the requirements of the NDIS. • Develop and establish the team's ability to articulate "whole life" conversations at any stage of the intake process. • Ensure contemporary knowledge regarding the NDIS and community sector reforms. • Drive an adaptable, cohesive and impactful team in line with strategic change management initiatives. • Support a team to manage needs and risk assessment, finance and compliance requirements, and customer records to ensure informed, respectful engagement with customers. • Develop and implement a dashboard of metrics to capture data and report on customer experience throughout the customer journey from intake to exit, utilising this information to drive decision making and innovation with Service Delivery Managers. • Manage escalated incidents and complaints in accordance with procedures and NDIS requirements. • Develop and implement optimal outcomes reporting templates and processes to enable reporting that demonstrates McCallum's value and impact.
Workforce Scheduling	<ul style="list-style-type: none"> • Develop and implement systems with Service Delivery and People & Culture to ensure our disability support workforce is appropriate and able to meet the needs of our service requests.

	<ul style="list-style-type: none"> • Ensure accuracy by regular monitoring of service scheduling, approvals and action gaps in individual participants service agreements to ensure NDIS Plan ratios and participant goals are in line with services delivered. • Ensure that resources are being used as efficiently as possible, particularly with regard to efficient utilisation of support workers, and ensuring that travel and other expenses are contained as effectively as possible, without compromising the needs of participants. • Support the implementation of the 'affinities' function within Flowlogic to enable 'best match' rostering support. • Develop systems and reporting to ensure that the customer funding and budget is being maximised through monitoring participant service hours, reducing overtime costs and staff turnover.
Customer Experience & Quality	<ul style="list-style-type: none"> • Champion McCallum's Customer Strategy and imbed the importance of Customer Experience within Disability Services. • Monitor the quality of customer record keeping including notes and uploads on Flow Logic. • Develop and implement strategies to acquire customer satisfaction and feedback information. Analyse customer feedback and make plans and recommendations for action in collaboration with Service Delivery. • Implement and champion our Quality Management System. Ensure our policies and practices reflect contemporary, evidence-based service approaches that meet legislative and regulatory requirements, particularly the National Disability Insurance Scheme, contributing to their development and review as requested.
Leadership and Collaboration	<ul style="list-style-type: none"> • Build collaborative networks and conduct regular customer outcome meetings with all Disability Services managers to ensure that customer service delivery standards and performance metrics are defined and achieved. • Lead and manage all direct reports to develop a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect, and accountability. • Develop and implement key stakeholder engagement strategies pertaining to intake and scheduling including internally Service Delivery, Finance and People & Culture.

	<ul style="list-style-type: none"> • Supervise the performance of the NDIS Services Team, coaching, mentoring and supervising direct reports to enable them an optimal employee experience. • Promote a positive and safe work culture within the team, manage team conflicts as they arise and escalate when necessary. • Identify learning and development opportunities for staff and manage their performance through effective goal-setting and performance appraisals. • Embed continuous improvement practices and take a project management approach to the attainment of goals. • Champion McCallum's code of conduct and values, acting in accordance with our policies and procedures at all times.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in feedback meetings with the GM Customer Outcomes. • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored. • Complete mandatory eLearning and wider training initiatives as requested. • Identify and seek appropriate resources to support your own health and wellbeing. • Participate in wider McCallum projects and initiatives as required.

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do
- Quality, safety and risk management is paramount to you and will not be compromised.
- You are a consultative, collaborative and inclusive leader, decision maker and advisor.
- You achieve results. You are focused, work to a plan and deliver.
- You use clear, tailored, appropriate communication and use a variety of methods to share information.
- You build and maintain relationships with your colleagues, customers and stakeholders.
- You are a team player that actively participates and champions supportive, values driven work environment.
- You understand that change happens for a reason, and have the ability to bring your team with you.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check**
- **Right to Work in Australia; and**
- **Current Drivers License.**

Essential

- Significant and proven experience with a record of achievement in managing the delivery of NDIS Services.
- Demonstrated knowledge of the needs of people with disability including person centred approach, positive behaviour support and consideration of whole of life.
- Experience at operational management level with full financial responsibility and operational reporting.
- Demonstrated effective people leadership including the management of workplace culture, performance, complaint and concerns.
- Advanced knowledge of the NDIS and other relevant legislation, regulations, standards and industry trends.
- Proven capacity to operate both strategically and operationally with expertise in customer service execution.
- Demonstrated experience in budget management and knowledge of financial principles.
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment with the ability to lead, supervise, coach, and develop employees.
- Demonstrated ability to critically analyse issues and develop and implement effective strategies and solutions that support McCallum's goals and values.
- Excellent communication skills including the ability to prepare high quality written reports, policies, action plans correspondence and other documentation as required.
- Exceptional interpersonal skills, with the ability to build credible relationships as well as negotiate and resolve conflict
- Demonstrated change management implementation experience.

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____