

Position Title	Administration Officer – Employment Support
Position Reports to	Employment Support Manager
Term	Full-Time
Updated	June 2022

Why are we here?

At McCallum, our purpose is to partner with you to create your best life. Our vision is to fulfil the unmet support needs of our community and enrich lives every day.

In our Social Enterprise, we build on this purpose and vision with our own:

Purpose: Create employment pathways for people with disabilities.

Our Vision: Social enterprise. Empowering people. Enriching community.

How do we do this?



INTEGRITY

we do what is right



COLLABORATION

we succeed by working together



ACCOUNTABILITY

we are responsible for our decisions and actions



RESPECT

we value everyone's unique contribution



EQUITY

we enable and empower each other

What is your purpose?

The Administration Officer is responsible for the timely and accurate administration of service agreements for all supported employees within the Social Enterprise.

The role works in collaboration with the Employment Coordinators, Business Manager and People & Culture Team to ensure a positive, timely and accurate intake, employment offer and on-boarding experience for supported employees into the business.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<p>NDIS Processing</p> <ul style="list-style-type: none"> • Ensure timely and accurate issuing of new and renewed service agreements for supported employees within the Social Enterprise Division. • Create all NDIS booking quotes / cost estimates for the Social Enterprise for the approval of the Business Manager, ensuring compliance with NDIS Price Guide and Regulations. • Prepare service agreements based on quotes and rosters of hours, setting up in the Customer Record System. • Distribute service agreements for signature and administer system to monitor distribution and return. • Provide details of returned, signed service agreements to the NDIS Billing Coordinator for the creation of the service booking. • Review NDIS plans for any funding details / inconsistencies, plan management and support coordination details for recording • Respond to internal and external queries regarding NDIS agreements in a professional and timely manner collaborating with the Employment Support team for follow up and action. • Ensure consistent record keeping and version control of service agreements within systems. • Establish and refine efficient processes to create, update and monitor service agreements. • Administer any supported employee requests for change in services. • Administer the exit of supported employees from the business by following correct procedure in customer record system, scanning resignation notice/cancellation of service request, preparing resignation/service cancellation acknowledgment letter. Forward employment related documentation to People & Culture. • Notify the NDIS Billing Coordinator of an exit to request the end to the service booking. Liaise with Employment Coordinators to ensure accurate intake information • Liaise with People & Culture to ensure timely creation of employment contracts and paperwork. • Maintain accurate and up to date records of supported employee key stakeholders. • Establish and maintain supported employee customer records within relevant customer record system and electronic files. • Support the administration and file of supported employee wage assessments and ensure timely communication to payroll. • Administer work plan spreadsheets to support the Employment Support Team to meet designated timelines.

	<ul style="list-style-type: none"> • Distribute agenda and minutes for the Employment Support Team Meetings and actively participate in meetings raising issues with plans and service agreements ensuring timely and accurate dissemination of information to the Team. • Compile Employment Support Team monthly performance metrics as directed by the Manager. • Assist the administration of supported employee programs including, OHS requirements,, police checks, and preparation for training. • Monitor NDIS website, distribute NDIS alerts and ensure key items are discussed in Employment Support Team Meeting agendas. Assist in the administration of supported employment engagement surveys and action items.
Employee Experience and Collaboration	<ul style="list-style-type: none"> • Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times • Develop and maintain effective relationships with key internal and external stakeholders • Work collaboratively to continuously improve services • Promote a positive and safe work culture
Customer Experience and Quality	<ul style="list-style-type: none"> • Provide excellent customer experience to Social Enterprises’ customers, including their family, friends and internal & external stakeholders • Implement and champion our Quality Management System • Ensure effective record keeping and that all documentation is kept up to date
Self-care and professional development	<ul style="list-style-type: none"> • Participate in regular 1:1 feedback meetings with the Employment Support Manager • Engage with the Annual Performance and KPI process, to develop a professional development plan in conjunction with Manager • Complete all mandatory training, including online learning in the specified timeframes • 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
- You champion customer experience and provide positive, professional, optimal service to our customers, staff, stakeholders and community
- You value accuracy and attention to detail as well as developing effective and efficient systems of work
- You are a consultative, collaborative and inclusive team member
- You build and maintain relationships with your colleagues, customers and stakeholders
- You are team player that actively participates and champions a supportive and values driven work environment

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 Driver's License

Essential

- Demonstrated experience of NDIS plans and line items.
- Demonstrated experience in a busy and dynamic administration or HR administration position
- A willingness and ability to form effective working relationships with people with a disability in ways that uphold their rights, maximise their independence and opportunities, and support them to lead the life they want
- Demonstrated commitment to working as part of a team as well as being able to work unsupervised
- Understanding of and a commitment to the delivery of services to people with a disability in line with the guiding principles of the NDIS Quality and Safeguards Commission
- Demonstrated a high level of numeracy, written and verbal communication skills
- Experience in Microsoft Office Suite, including but not limited to, Outlook, Word, Excel and PowerPoint

Desirable

- Demonstrated understanding of the NDIS system and process.

Approval:

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____

CEO Signature: _____

Date: _____