

JOB TITLE:	NDIS Transition Leader – Level 4	AWARD:	Social, Home Care and Disability Services Industry Award 2010
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THE DISABILITY TRUST

VISION

Creating an inclusive world built on trust, respect and equality, where people with a disability live the life they choose.

MISSION

The Disability Trust partners with people and their communities to support life enhancing opportunities for everyone to live, work and belong in an inclusive world.

VALUES

Our commitment to inclusion and choice is built and sustained by:

- Respect and Equality
- Trust and Honesty
- Creativity and Innovation
- Adaptability and Flexibility
- Tenacity and Resilience
- Partnership and Collaboration

THE SCOPE AND PURPOSE OF THE JOB

The NDIS Transition Leader handles service enquires and applies a resourceful and creative approach to person centred planning and individual service transition. The NDIS Transition Leader develops high quality and productive relationships with customers that will assist the customer and family throughout the NDIS transition. This will encompass delivering consistent and valued assistance to customers in individually planning for the NDIS and articulating their supports needs, building organisational learnings around the NDIS and the efficacy of new programs and systems, resourcing others in the organisation to develop their understanding of the NDIS processes, and promoting The Disability Trust as a service provider of choice.

As a specialist position with an expert understanding of service delivery and operational knowledge of NDIS processes, the NDIS Transition Leader also resources and assists managers and teams within their areas of operation. A goal is to build overall organisational proficiency in NDIS systems.

NDIS Transition Leaders, and the Transition Leader's team, work with other teams including the NDIS Committee, the Business Processes Team and Senior and Executive Management teams to provide feedback on operational challenges and the efficacy of new initiatives.

RESPONSIBILITIES AND DUTIES

OPERATIONAL

- Provide support to existing and potential customers throughout their transition to the National Disability Insurance Scheme (NDIS) in order to:
 - explore and identify their needs, expectations and goals assist in identification of reasonable and necessary supports
 - understand and prepare for the NDIS support planning process
 - develop awareness of what support categories are relevant to their needs

- Work with managers to ensure the relevant needs of the individual participants are identified and met.
- Liaise with The Disability Trust management team and other employees (OT, case managers) to identify participants entering into The Disability Trust services and consider and offer ways to value-add to the customer experience e.g. clinical supports
- Negotiate and prepare NDIS Service Participant Agreements in consultation with new and existing NDIS customers according to their NDIS funding package.
- Roster participant services in carelink+ as per Service Agreement.
- Represent The Disability Trust at relevant meetings.
- Work alongside managers to ensure all employees have appropriate resources to achieve the agreed service delivery and related tasks in helping achieve the expectations, needs and goals of participants.
- Identify and liaise with other services/departments to meet participants' needs and staffing support needs.
- Provide support, advice and reports to the manager throughout the implementation and transition to the NDIS.
- Understand and interpret complex standards which may require variations to procedures.
- Determine the needs and service expectations in sensitive situations and allow for adjustment to the approach and processes.
- Undertake and assist with service support projects.
- Work closely with external and internal stakeholders to achieve positive outcomes for the organisation.
- Identify gaps and suggests changes to reporting and administrative processes, documentation and procedures.
- Be resourceful and able to work independently with minimal supervision.
- Ensure that the appropriate resources are available to achieve the agreed service delivery and related tasks.
- Ensure completion of clerical tasks, which are not limited to spreadsheets, word and PowerPoint.

TEAM

- Actively participate in team meetings as required.
- Participate in Annual Performance Development Meeting and attend all identified training.

KEY COMMUNICATIONS

- Build and maintain strong relationships across a broad range of stakeholder groups.
- Liaise with participants and their families.
- Create a network of relevant contacts in assistance of finding the appropriate service for the participant.
- Communicate flexibly in an appropriate manner.
- Undertake service liaison/communication with participants during complex problem resolution.
- Facilitate information sessions for participants and their families.
- Participate actively in team meetings and contribute to support NDIS readiness and transition.

STRATEGIC

- Work with participants, their families and managers to ensure the service works in line with the values and culture of The Disability Trust.
- Work with the relevant managers to meet the strategic goals of the service.
- Lead key personnel to increase skills and develop NDIS skills in planning and supports coordination.
- Maintain the organisation's image and reputation to a high standard.

WORK HEALTH AND SAFETY

- Participate in employee consultation processes around The Disability Trust's Work Health and Safety Policy and relevant specific work practices.
- Undertake compulsory induction, WHS training and refreshers.
- Ensure all WHS instructions and Safe Working Procedures are followed including:
 - Comply with policy and training to ensure correct manual handling
 - Do not undertake any lifting against directions
 - Other safe working procedures as required
- Ensure workstation is set up correctly including screen height, position of chair and phone location.
- Be vigilant in monitoring individual work practices and report any concerns with respect to health and safety immediately to The Disability Trust.
- Report all hazards to supervisor promptly on appropriate form.
- Report all injuries promptly.
- Carry out all duties with diligence and due care for personal safety and the safety of others.
- Ensure safe usage of The Disability Trust's vehicles when required to drive.

INFORMATION TECHNOLOGY

- Utilise computer systems and software programs to ensure effective service delivery, communication and storage of information.

CORPORATE RESPONSIBILITIES

- Complete all compulsory training and submit all background checks to Human Resources before commencement of active shifts including updates as required.
- Display a commitment to the Mission, Vision and Values of The Disability Trust.
- Have a commitment to team work and contribute to the team and organisational performance.
- Ensure The Disability Trust Code of Conduct is adhered to at all times.
- Comply with all policies, procedures and work practices at all times.
- Ensure The National Standards for Disability Services are adhered to at all times.

CRITERIA

ESSENTIAL

- Tertiary qualification or equivalent skills and experience
- A demonstrated passion, commitment and experience in supporting people with disability
- Strong communication skills with the ability to communicate to a broad range of stakeholders
- Attention to detail with high accuracy
- Ability to apply good skills in collaboration and teamwork with others in order to achieve common goals
- Understanding of change management and capacity to lead and inspire teams
- Background in community services
- Excellent skills in Word, PowerPoint, Excel and Google Docs
- Valid Australian Driver's Licence
- A cleared Working with Children Check (WWCC)
- Working with Vulnerable People Card (ACT)
- Current National Criminal History Check (cleared within the last 12 months)

DESIRABLE

- An expert understanding of NDIS transition and the impact on service delivery including operational knowledge of NDIS processes or willingness to learn same.
- Experience in delivering a range of models of service to people with a disability.

PERSONAL QUALITIES

- Ability to collaborate with others to achieve common goals
- Commitment to social justice and inclusion and valuing difference and diversity
- High standards of personal integrity
- Being adaptable to changing circumstances and being able to prioritise work

PHYSICAL CRITERIA

- Standing for long periods of time
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Lifting up to 5kg-10kg
- Frequent bending at knees and/or hips

KEY PERFORMANCE INDICATORS

OPERATIONAL

- Existing and potential customers experience a smooth transition to the National Disability Insurance Scheme with Individual participants' needs being identified and met.
- Effective communication occurs to maximize positive customer experiences.
- NDIS Service Participant Agreements are negotiated and prepared in consultation with new and existing NDIS customers according to their NDIS funding package.
- All participant services are rostered in carelink+ as per Service Agreement.
- The Disability Trust is represented positively at all times.
- Source resources for management and other employees to achieve the agreed service delivery.
- Effective communication channels with other services/departments to meet participant's needs and staffing support needs are established.
- Manager receives support and advice throughout the implementation and transition to the NDIS.
- Variations to procedures are arranged in order to meet complex standards.
- Needs and service expectations in sensitive situations are identified and are suitable catered for.
- Service support projects receive assistance.
- Solid relationships are established with internal and external stakeholders.
- Reporting and administrative processes are well thought out and reviewed as required.
- Work is undertaken with minimal direction and initiative is demonstrated in all aspects of the role.
- Appropriate resources are available to achieve the agreed service delivery and related tasks.
- Clerical tasks, which are not limited to spreadsheets, word and PowerPoint are completed within deadlines.

TEAM

- Contributions are made during team meetings.
- Participates in Annual Performance Development.
- Training is undertaken as required.

STRATEGIC

- The culture of The Disability Trust is upheld at all times.
- Strategic goals of the service are met.
- Key personnel increase skill sets in preparing for NDIS skills in relation to planning and supports coordination.
- The organisation's image and reputation is upheld to a high standard.

KEY COMMUNICATIONS

- Strong relationships across a broad range of stakeholder groups are established.
- A good report is established with participants and their family.
- An effective network of relevant contacts is sourced.
- Communication style meets the needs of the audience.
- Effective communication takes place during complex problem resolution.

- Information sessions for families and participants are held.
- Valued contributions are made within team meetings and assist in supporting NDIS readiness and transition.

WORK HEALTH AND SAFETY

- All WHS instructions and procedures are followed.
- A defined satisfactory outcome from an annual WHS audit of systems is obtained.
- It can be demonstrated that all employees have appropriate qualifications/ experience/ skills for the tasks they are undertaking.
- Supervision and support to follow safe practices is available to employees.

INFORMATION TECHNOLOGY

- Effectively performs all necessary tasks using internal and external electronic systems and software.