

Human Resources

Position Description



Position Title:	NDIS Employment Team Leader
Responsible To:	NDIS Program Manager
Location:	NDIS Service Delivery Sites
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The NDIS Employment Team Leader provides leadership, mentoring, and advanced participant support and is responsible for service delivery of the Organisation's NDIS funded employment services, such as Finding and Keeping a Job, in accordance with the Global Services Model (GSM) and the Customised Employment model. This role assumes responsibility for day-to-day operations, including leading staff performance and ensuring services adhere to the NDIS Quality and Safeguards Commission (NQSC) requirements.

Personal Attributes

The NDIS Employment Team Leader is a mature minded dynamic individual that has exceptional organisational and communication skills. They have an outcome-focused mind-set, will supervise staff across multiple sites and will provide guidance to support Participants in attaining their employment goals. They will ensure services are delivered in a safe and ethical manner that is compliant with the NDIS Quality and Safeguards Commission (NQSC) and enhance the reputation of the Organisation. They will develop and maintain relationships with a diverse range of stakeholders.

Responsibilities:

The NDIS Employment Team Leader is responsible for:

- Managing and supporting a team of NDIS Employment Coaches, inclusive of training and development, rostering and day-to-day management requirements
- Coordinating and supporting NDIS Employment Coaches to develop service agreements, completing risk assessments and creating individualised plans for Participants to overcome their barriers to employment that align with their NDIS goals
- Building and maintaining positive relationships with Participants, their families, their support networks and other service providers to promote positive outcomes
- Building and maintaining positive relationships with key stakeholders inclusive of Referral Agents, Support Coordinators, NDIA representatives and other relevant bodies
- Positively advocating for the Organisations Global Services Model (GSM) and collaborating with Workforce Connect, Employment Services and other relevant internal stakeholders to actively promote BlueSky Mind Studio's NDIS Services
- Conducting intake for NDIS employment Participants in-line with Organisational process and NDIS requirements
- Providing strategies to support Participants to achieve employment related goals using the BMS Customised Employment framework
- Conducting case reviews and input to contribute to Participant progress towards achieving their goals
- Providing an active role in delivery of services to ensure continuity of support e.g., covering staff leave/absence
- Monitoring and managing NDIS employment referrals in line with organisational objectives
- Ensuring robust record keeping, inclusive of creation and maintenance of appropriate Participant files and associated notes and supporting activities including correct calendar maintenance and invoicing processes, as per NDIS and Organisational requirements
- Providing support and advice to NDIS Employment Coaches and NDIS Program Manager as required
- Contributing to program design and resource development
- With the NDIS Program Manager, developing and implementing strategies that generate continuous improvement to BlueSky Mind Studio's NDIS employment
- Ensuring relevant data is uploaded for expenditure and invoicing purposes in a timely manner

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- Providing regular reporting to NDIS Program Manager and Chief Commercial Officer, inclusive of contributing to the preparation of NDIS required reporting e.g., SLES quarterly reports
- Providing high quality NDIS services to Participants in accordance to NQSC and organisational requirements
- Providing a high-quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Other duties as required by NDIS Program Manager and Chief Commercial Officer

Quality Standards, Regulations and Responsibilities:

The NDIS Employment Team Leader is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies, Codes of Conduct and Procedures
- NDIS Code of Conduct
- NDIS Practice Standards and Quality Indicators
- National Standards for Disability Services
- Government contractual requirements and specifications
- Government authority Code of Practice and relevant Service Guarantees
- Government authority Complaints Procedures
- ISO/IEC 27001:2013 Information Security Management System
- ISO:9001 Quality Management System
- The Government authority Agreement and Guidelines
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012
- Relevant Commonwealth and State legislation
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations

Qualifications:

- Bachelor degree in relevant area is preferred but not essential or strong experience in employment services or similar

Key Skills/Attributes:

- Knowledge and experience delivering person-centred supports
- Experience in promoting people with disabilities into employment
- Demonstrated ability to build strong relationships with a broad range of key stakeholders, both internally and externally
- Demonstrated experience in supervising a NDIS team (or equivalent) and delivery of NDIS Services
- Experience in managing resources to achieve desired outcomes
- Highly developed time management and organisational skills
- Highly developed communication skills, both written and verbal
- Ability to provide outstanding customer service
- Demonstrated ability maintain professional boundaries when responding appropriately to Participant and family/carer expectations
- An impeccable reputation for honesty, trustworthiness, ethics and integrity
- Advanced Computer literacy in Microsoft Office, Outlook, internet, and database systems

Desirable Skills/Attributes:

- Experience in a similar role

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Additional Requirements:

- National Police Clearance prior to commencing employment
- Working with Children Check
- Through their Eyes certificate (SA only)
- Adherence to National and State Child Safe Environment mandatory reporting and associated training requirements
- Involvement and participation in Eighty9 Limited meetings and functions as required
- Completion of NDIS Worker Orientation Module
- Completion of NDIS Supporting Effective Communication
- Completion of NDIS Supporting safe and enjoyable meals
- Completion of NDIS New Worker –Induction Modules
- Completed COVID vaccination schedule
- NDIS Worker Screening Check
- First Aid Certificate preferred, but not essential
- Australian Drivers Licence required

Selection Criteria:

- Strong alignment to Eighty9 Limited values
- Exhibits high level of personal accountability
- Proven ability to manage, lead and work as part of a dynamic team as well as operating autonomously
- Advanced communication, interpersonal and negotiation skills, inclusive of demonstrated ability to work effectively with people with disabilities
- A commitment to compliance with Organisational policies and procedure
- A commitment to continuous improvement to achieve high quality service delivery
- A responsible attitude to matters of privacy and confidentiality
- Experience in Employment Services, Disability, Education or similar industry working with disadvantaged Participants with multiple barriers