

POSITION TITLE	NDIS Rostering Engagement Officer		
POSITION OVERVIEW	The NDIS Rostering Engagement Officer will work closely with WCS's NDIS Direct Service and Support Coordination teams to create support shifts for NDIS participants by completing rostering and other administrative activities to ensure a quality service.		
CLASSIFICATION	WCS Level 4	SERVICE AREA	Mental Health and Disability
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual	HOURS PER WEEK	38
LOCATION	Woden Youth Centre and Bowes Place		
IMMEDIATE MANAGER	NDIS Direct Service Team Leader		
INDUSTRIAL AGREEMENT	Woden Community Service (WCS) Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil
KEY RELATIONSHIPS			
INTERNAL	NDIS Support workers, NDIS Support Coordination Team, Reception and Intake, IT Administrator, Finance, NDIS Manager		
EXTERNAL	National Disability Insurance Agency, ACT Government Departments, external disability service providers, service users and guardians.		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> • Complete rostering tasks for NDIS support workers to ensure a high quality of service delivery and customer service. This includes matching support workers and participants appropriately and maintaining data to ensure maximum claims made to the NDIS. • Complete timesheet approvals for all support workers. • Conduct rostering and administrative tasks for NDIS groups. • In conjunction with the NDIS Service Delivery Engagement Officers, administer the recovery-oriented activities which have been co-designed by the participant and their WCS representative. • Work 1:1 with participants with psychosocial, intellectual and physical disabilities in the community to achieve their NDIS goals. • Build and maintain effective and strong relationships with guardians, family members and other stakeholders. • Create service agreements between the participant and WCS to guide supports. • Create and manage participant supports including but not limited to casefile management and budgeting to ensure effective service delivery. • Input and manage software system data, ensuring it is accurate and up to date for support workers and other team members to access. • Provide regular communication to support coordinators, participants and others as required, on the status of service delivery. • Share responsibility for on call by supporting support workers and participants outside of business hours inclusive of weekends. This will be based on a rotating roster for office staff. • Participate in participant afterhours phone calls. 			

- Ensure all other administrative requirements of the NDIS program are completed within the required timeframes.
- Actively participate in ongoing improvement of the service and seek ways of maximising the opportunities for participants to utilise their NDIS plans.
- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally.
- Actively participate in staff/team meetings, organisational activities and community events.
- Work in accordance with workplace health and safety guidelines and following WCS' policies and procedures.
- Apply workplace diversity and equity principles.
- Model WCS' Purpose, Code of Conduct, Values and behaviours.
- Adhere to and work towards NDIS Practice Standards.
- Complete government reporting requirements.
- Contribute to a safe and infection free work environment.
- Perform other duties as directed by the manager.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.

EXPERIENCE & QUALIFICATIONS

<p>Essential</p>	<ul style="list-style-type: none"> • ACT Working with Vulnerable People registration. • A high level of skills with software systems and the Microsoft Office suite • Demonstrated ability working with participants with psychosocial, intellectual and physical disabilities, including knowledge of capacity building and recovery-orientated approaches to service delivery • Strong attention to detail, time management, problem-solving and organisational skills • Current First Aid Certificate. • Sound communication skills (both oral and written) to be able to interact positively with a variety of people. • Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information. • Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust. • Demonstrated understanding and appreciation of the importance of personal and professional boundaries, privacy and confidentiality and ethical behaviour. • Good communication and interpersonal skills. • Demonstrated ability to work with limited supervision.
<p>Desirable</p>	<ul style="list-style-type: none"> • Understanding of NDIS related processes. • Minimum Certificate III in Business or Administration qualification or minimum of Certificate III in a community services related qualification. • IT and/or business qualifications.
<p>Other</p>	<ul style="list-style-type: none"> • Ability to work outside normal business hours if required. • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.

	<ul style="list-style-type: none"> Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.
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Document History	Original: January 2023	Revised:	Version: V1
Employee's name		Signature	
			DATE