

POSITION TITLE	NDIS Team Leader, Direct Service		
POSITION OVERVIEW	The Direct Service Team Leader is responsible for leading the operational functions of the NDIS Direct Service team, including rostering, groups and service quality for NDIS participants.		
CLASSIFICATION	WCS Level 6	SERVICE AREA	NDIS
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		HOURS PER WEEK 38 hours
LOCATION	Bowes Pl & Woden Youth Centre		
IMMEDIATE MANAGER	NDIS Manager		
INDUSTRIAL AGREEMENT	Woden Community Service Inc - Caring for Our People, Building Our Capability to Serve, Enterprise Agreement 2021-2023.		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	30	NO OF INDIRECT REPORTS	Varies
KEY RELATIONSHIPS			
INTERNAL	NDIS Support Coordinators, WCS Corporate Teams and Support Workers		
EXTERNAL	National Disability Insurance Agency (NDIA), NDIS Participants & Carers, NDIS Quality and Safeguards Commission, External NDIS Service Providers.		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> Oversee the effective and efficient operations of the NDIS Direct Service program and team. Under the guidance of the NDIS Manager, provide regular supervision, regular communication, performance appraisals and feedback to the direct service team. Support the Rostering Coordinator with back up rostering activities and support with the NDIS Duty Phone. Contribute to the effective and efficient recruitment of NDIS support workers. Maintain accurate supervision notes and other relevant information and participate in reporting processes. Oversee group activities for NDIS participants, ensuring alignment with the NDIS price guide and NDIS regulations. Assist the NDIS Team Support with timesheet approvals for NDIS support workers. Lead strategies and working plans to improve the efficiency and viability of the direct service program. Engage in team leader meetings and financial discussions relating to the direct service program. Proactively engage in activities relating to the NDIS Practice Standards and registration. Maintain confidentiality and privacy standards. Contribute to the ongoing evaluation of service delivery by recommending and implementing agreed continuous improvement initiatives Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice. 			

- Actively participate in staff/team meetings, organisational activities and various community events.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.
- 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
- Apply National Principles for Child Safe Organisations, as applicable for the role.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Qualifications e.g. Certificate IV in Mental Health, Community Services or equivalent. • ACT Working with Vulnerable People registration with NDIS worker screening. • 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.
Desirable	<ul style="list-style-type: none"> • Understanding of NDIS related processes • Visicase experience • Business/leadership qualifications
Other	<ul style="list-style-type: none"> • Driver's licence • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

Document History	Original: January 2021	Revised: May 2023	Version: V3
Employee's name		Signature	DATE