



# Position Description

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<b>Position Title:</b>	NDIS Engagement Officer (NEO)
<b>Award/classification:</b>	Health and Allied, Managers and Admin Officers Grade 3
<b>Directorate:</b>	Service Delivery
<b>Reports to:</b>	Team Leader
<b>Direct reports:</b>	None
<b>Effective date:</b>	January 2019

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## Overall Position Purpose

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This position contributes to the success of DPV Health by operating as a NDIS Engagement Officer (NEO) within the NDIS/Disability and Social Support services team as well as the Service Delivery Directorate by working with people and their families who have an NDIS individual funding plan assisting them in creating an NDIS plan to suit their goals and aspirations.

This position is responsible to provide new participant pathways by working alongside people who have an NDIS plan and by working together to develop a service agreement with DPV Health. This role is responsible to undertake screening duties by providing first point of contact to NDIS participants, assessing their Plan outline against the DPV service suite, scoping and matching services and staff, completing all intake documents and developing a Service agreement and scope of services with participants.

NEO's will provide expertise from their comprehensive understanding of DPV Health services and hours required for access. Along with their understanding of the local community, services available and to work with the team and managers to achieve team performance and quality outcomes for NDIS participants.

## Duties and Responsibilities

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### Service Delivery - Client Experience

- Commitment to achieve positive outcomes for NDIS clients
- Ensure all NDIS clients enquiries are responded to within required timeframes
- To undertake a thorough screening process of prospective clients to determine their eligibility for our service
- To undertake assessment based on participant need, NDIS plan and DPV's ability to deliver against clients aspirations.
- Develop and implement service agreement and other required documents.
- Work with the participant and or their representative to understand goals and to develop a schedule of services in line with the NDIS plan ensuring participants choice and control has been reflected.
- Advocate and empower participants in relation to understanding their rights and responsibilities.
- Identify financial contributions clients will need to make and discuss these with participants and their representative. Ensure these are included in the Client engagement letter
- Understanding of a market driven environment.
- Ensure your role supports the client both internal and external
- Support and contribute to service delivery growth and development opportunities
- Support quality improvement processes identified as relevant to the service delivery area
- Display a commitment to partnering with clients to facilitate effective engagement and participation with quality outcomes and improvements

Doc no: PDS0 009	Doc Name: Position Description – NEO	Doc Owner: Human Resources
Effective: October 2018	Review Due: January 2019	Version No V1

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- Identify and continually improve service delivery from a client, quality and organisational view

### Reporting, Systems and Analytics

- Ensure all data is completed and entered onto the client information management system and documents have been signed and agreed to.
- Documentation as required including all electronic client profiles and data action points are created.
- Support DPV Finance, General Manager and Program Managers in preparation of NDIS monitoring reports & documentation plus quality reports for internal committees
- Provide high quality concise and timely reports
- Actively use and promote the use of DPV Health systems such as VHIMS, MyBookings, ESS, e3, Gemba, Trim and others
- Continually review service/support provided to analyse success and areas of improvement

### Financials, Budgets, Targets, Funding

- Ensure Finance team/Business support staff have relevant documentation to process invoicing/billing and payment in relation to the NDIS plan and services delivered.
- Reconcile billing with hours delivered.
- Maintain accurate financial records of all client attendance and use these to reconcile against staff rosters to initiate invoice to the relevant person/department for payment.
- Identifying opportunities to enhance the financial sustainability of your (Directorate/Program/Team/Function)
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Achieve targets / budgets for your (Directorate/Program/Team/Function)

### Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

### Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

### Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation

## DVP Health Requirements

- Current Victorian drivers licence
- Valid Working with Children's Check (valid for 5 years from the date of issue)
- Disability Workers Exclusion Scheme check
- Satisfactory Police Check (valid for 3 years from the date of issue)

Doc no: PDSD 009	Doc Name: Position Description – NEO	Doc Owner: Human Resources
Effective: October 2018	Review Due: January 2019	Version No V1

- Occasional after hours and weekend work may be required
- Travel between sites is required
- Specific tasks and functions of this role will be detailed through objectives and key performance areas
- For service delivery roles = registered for or will be registered as a MBS provider

## Authority

The occupant of this position has authority as per the delegation manual.

## Key Selection Criteria:

- A strong knowledge of disability, including complex communication and behaviour
- Knowledge and understanding of the NDIS including business rules, funding, supports, requirements, Service Standards and Guidelines
- Ability to work with people with a disability of all ages, their families or carer and experience working with people from CALD communities
- Demonstrated responsiveness to client needs and wants (Internal and external)
- A strong attention to detail.
- Proficient with Microsoft office suite
- Current Full Driver's Licence
- Working With Children's check

## Desirable Qualifications, Experience and Registrations:

- Tertiary qualification equivalent to Community Services – Disability or substantial demonstrated experience in the Early Childhood/Disability field
- Cultural understanding reflective of the community
- Demonstrated experience in complex disability support
- A relevant community language

## Work Experience, Skills and Behaviours:

In order to succeed in this position, it is expected that you will have:

- As a Community Health organisation our clients place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining a high standard and quality of work and ethics. You are motivated to do what is right legally and morally.

### Service Delivery

- Well-developed skills and demonstrated ability to support a coordinated approach by working with a range of stakeholders to improve health outcomes as agreed with client,
- Experience complex case management
- Experience in planning, implementing and evaluating innovative, evidence based, services
- Understanding client needs and providing excellent service

### Communication and interpersonal approach

- High level of energy, initiative, sound judgement and a sense of urgency
- Excellent communication skills including an ability to work within an inter-professional framework and collegiate manner
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner
- Excellent written and verbal communication skills.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Ability to present complex information in an easily understood and accessible format

Doc no: PDS009	Doc Name: Position Description – NEO	Doc Owner: Human Resources
Effective: October 2018	Review Due: January 2019	Version No V1

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**Client Focussed**

- Ability to deliver results, meets and exceeds your client's expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds client relationships and builds a culture where best for the client guides decision making.

**Planning and being Organised - A commercial focus**

- Strong business/commercial acumen
- Ability to write clear, concise and informative reports
- Excellent understanding and knowledge of the funding changes impacting the sector
- Analyse and present complex information in an easily understood and accessible format.
- Demonstrated ability to participate in a performance driven environment
- Ability to understand the client needs and delivery the required service considering costs and funding/revenue
- Experience or understanding of the relevant funding initiatives

**Industry**

- Knowledge of community support services
- Knowledge of Client Directed Care principles and Choice and decision making frameworks
- Ability to work independently and respond to a changing work environment

**Quality, process improvement and innovation**

- Uses initiative in identifying continuous quality improvement opportunities
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required
- Seek opportunities to improve processes adapting to a flexible and changing environment
- Commitment to maintaining a high standard and quality of work and ethics

**Self motivated**

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines

**Extras depending on the role**

- Competent computer skills
- A relevant community language
- Experience facilitating and supporting students

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Doc no: PDSD 009	Doc Name: Position Description – NEO	Doc Owner: Human Resources
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