



Position Description

NDIS Engagement Officer

Award or EBA:	Health and Allied Services, Managers and Administrative Officers Multiple Enterprise Agreement 2011-2015
Classification/Grade:	Grade 3
Directorate:	Disability Services & Client Experience
Reports to:	Team Leader
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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Role Description

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.

Roles Key Accountabilities

Service Delivery

- 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

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

Reporting, System 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, Target, Funding

- Identify opportunities to enhance the financial sustainability of the NEO Team
- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations
- Achieve targets/budgets for NEO Team
- 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.

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.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

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| <ul style="list-style-type: none"> • Current Victorian Drivers Licence • Disability Worker Exclusion Check • Travel between sites is required | <ul style="list-style-type: none"> • Valid Working With Children Check • Satisfactory Policy Check |
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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
- Ability to work with people with a disability of all ages, their families or carer and experience working with people from CALD communities
- Knowledge and understanding of the NDIS including business rules, funding, support requirements, service Standards and guidelines
- Demonstrated responsiveness to client needs and wants (Internal and external)
- Ability to present complex information in an easily understood and accessible format
- A strong attention to detail.
- Proficient with Microsoft office suite
- Tertiary qualification equivalent to Community Services – Disability or substantial demonstrated experience in the Early Childhood/Disability field (Not Mandatory)

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ **Date** _____