



## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>NDIS Quality &amp; Business Development Officer</b>
<b>CLASSIFICATION LEVEL</b>	<b>Lutheran Care Level 4-5</b>
<b>PROGRAM</b>	<b>Elcies Disability Care</b>

### OVERVIEW

Lutheran Care provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, refugee services and NDIS disability services support (South Australian only). Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

The National Disability Insurance Scheme (NDIS) offers funding to people with a broad range of physical, intellectual and psychosocial impairments. Some of these people have complex challenges in their lives that reduce their capacity to utilise that funding in the best way possible. Elcies Disability Care (EDC) provides services to clients with a disability who are in receipt of an NDIS plan.

### ROLE SUMMARY

The NDIS Quality & Business Development Officer plays a crucial role in ensuring compliance with NDIS regulations and standards, while also seeking to build new business opportunities and enhance relationships with external stakeholders. This includes;

- Provide analysis, advice and operational policy in response to NDIS legislation updates
- Conducting reviews to ensure ongoing compliance with NDIS registration requirements
- Building connections and relationships with external NDIS services such as support coordinators and LACs to identify business opportunities and client pathways

### REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The NDIS Quality & Business Development Officer is a member of the Elcies Disability Care program, working collaboratively with the team and reports to the Executive Manager Specialist Services.

## SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Availability for some out of ours work, including overnight stays as required
- Evidence of COVID-19 vaccination (1<sup>st</sup> & 2<sup>nd</sup> & booster dose)

## CORE BEHAVIOURS/ RESPONSIBILITIES

<b>ROLE:</b>	<b>EDC Staff Responsibilities and Duties:</b>
<b>Lutheran Care Culture</b>	<ul style="list-style-type: none"><li>• Model ethical behaviour and practice consistent with the ethos of Lutheran Care as outlined in the Code of Conduct and stated values.</li><li>• Adhere to and support LC's and EDC's policies and procedures.</li><li>• Comply with Professional Codes of Conduct</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li><li>• Support LC's / EDC's senior management team's decisions and ensure that instructions are carried out.</li><li>• Alert direct line manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li><li>• Lead, attend and actively participate in regular team meetings and forums as required.</li><li>• Report to the direct line manager as required.</li></ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"><li>• Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li><li>• Promote and adhere to LC's / EDC's Work Health and Safety guidelines.</li></ul>

<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Maintain records of activities as required for accountability purposes.</li> <li>• Manage resources and risks efficiently and effectively.</li> <li>• Work within established or negotiated financial and time constraints</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to the delivery of high quality services.</li> <li>• Understand and support continuous quality improvement in Lutheran Care.</li> </ul>

### **CORE BEHAVIOURS/RESPONSIBILITIES**

<b>ROLE</b>	<b>Responsibilities and Duties Specific to the Role:</b>
<b>Quality &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Provide expert advice to staff through the service allocation process to ensure client plans are optimised with their supports</li> <li>• Maintain EDC Policy and Procedures to ensure full compliance for NDIS Audit purposes</li> <li>• Lead EDC NDIS Audits under the direction of Senior Management</li> <li>• Lead processes that support operational requirements and meet legislative and contractual requirements.</li> <li>• Provide advice to Senior Management about trends that impact upon service delivery and funding.</li> <li>• Conducting regular internal quality audits to identify areas of improvement, assess compliance with quality standards, and identify any gaps in the current processes.</li> <li>• Keep up to date with changes with NDIS legislation, regulations and standards which relate to the organisations NDIS registration groups and ensure internal processes are aligned to these changes.</li> <li>• Stay up-to-date on industry trends and best practices in quality management, and apply that knowledge to improve EDC's quality management program.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Regularly communicate with management to provide updates on quality improvement initiatives, report on progress, and make recommendations for further improvement.</li> <li>• Identify and develop key strategic relationship networks to achieve goals, and improve outcomes for clients and service delivery methods</li> <li>• Develop strong referral pathways and work together with other agencies to provide holistic client support.</li> <li>• Investigate and review client complaints and feedback as per LC policy and procedures</li> </ul>

<b>Business</b>	<ul style="list-style-type: none"> <li>• Form a strong relationship with the NDIS Quality and Safeguards Commission</li> <li>• Identify sector trends and new service delivery opportunities and/or partnerships</li> <li>• Liaise with relevant service providers to ensure an integrated and cohesive approach to service delivery</li> <li>• Develop and action business cases for service growth and innovation Identify and plan initiatives for improving organisational service delivery practices.</li> <li>• Participate in the development of annual business plans for EDC.</li> <li>• Work with the team to identify, establish and maintain business opportunities and foster positive relationships between EDC and other stakeholders</li> <li>• Provide detailed monthly reports and data within deadline as requested by management</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>• Support EDC's senior management team's decisions and ensure that instructions are carried out.</li> <li>• Alert direct line manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li> <li>• Attend and actively participate in regular team meetings and forums as required.</li> <li>• Engage staff in training in line with NDIS Commission changes impacting service delivery, policy and procedures.</li> <li>• Report to the direct line manager as required.</li> </ul>

## PERSON SPECIFICATION

### REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Experience working within diverse NDIS teams.
- Extensive understanding of the NDIS and disability sector
- Passion to maintain up to date understanding of the changing environment of the NDIS and how this impacts on Elcies Disability Care.
- Relevant degree, or formal qualifications with specialist skills and expertise to perform at this level.
- Experience in program development and the development and implementation of policies and procedures.
- Strong skills in time management, setting priorities, planning and organizing own work to achieve specific objectives.
- Proven high level interpersonal skills to build and sustain collaborative relationships with stakeholders, peers and clients
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.

- Ability to work independently and demonstrate initiative.
- Strong team work focus.
- Competence in using a personal computer, internet and electronic communications
- Demonstrated skills in research and analysis, including the ability to develop and implement effective systems
- An ethical approach which demonstrates a high degree of personal integrity and credibility
- Flexible and organised approach to achieving outcomes within tight timeframes, under pressure and with competing priorities
- An understanding of diversity and the ability to work cross-culturally.
- Appreciation and acceptance of LC's Philosophy and Values and a commitment to work towards achieving LC's Strategic Plan.

**ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL**

- Experience in the development, review and implementation of client support plans across Disability services or other like-minded services.
- Registered with the appropriate National Body (e.g. Full membership of Developmental Educators Australia Inc. or Membership with Australian Association of Social Workers).

**ACKNOWLEDGEMENT:**

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: \_\_\_\_\_ Witness: \_\_\_\_\_ Date: \_\_\_\_\_