

## Position Description

<b>Position Title:</b>	Service Support Partner
<b>Division:</b>	Operations, Clinical Services
<b>Reporting To:</b>	Service Manager, Nurse Manager, Senior Operations Manager
<b>Direct Reports:</b>	NIL

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

#### Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

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## KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcott offer a range of services that enable customers to achieve their goals. This includes a range of services such as:

- Housing and Supported Independent Living
- Community Based Services
- Clinical Services

## KEY OBJECTIVE OF THE POSITION:

- To provide support to local services, coordinators, leaders and management with key processes and activities including but not limited to:
- Base roster validation, replication and maintenance (if required)
- Managing unplanned leave (if required)
- Managing Customer service agreements, variations, budgets and billing.
- Assisting with sign up and onboarding of new customers to fill community, individual and clinical services and housing vacancies (depending on region and manager)
- Maintaining accurate customer and service information, records and data

## PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Excellent verbal and written communication skills
- Strong relationship and people management skills
- High level organisational, efficiency and time management skills
- Strong computer skills
- Well-developed problem-solving skills and the ability to stay calm under pressure and short deadlines
- Ability to communicate effectively with all internal and external stakeholders with awareness and sensitivity to different cultures and disabilities
- Knowledge of the Disability Services Act & Standards, Child Protection Legislation and the principles of Keep Them Safe, and other relevant legislation.
- Understanding of WHS guidelines and safe work practices.

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## ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience in account management, customer management, roster management or equivalent health or disability services experience
- Experience working with people with a disability
- Proven organisational skills with demonstrated ability to multitask and manage time
- Ability to work independently and as part of a cross-functional team
- Demonstrated understanding of vacancy management, service agreements, NDIS Plans/NDIS funding including SDA and Supported Independent Living (SIL) requirements, DSOA funding, and all other funding bodies (Health, Education, Private) as required for their roles.
- Understanding of Northcott's Enterprise Agreement provisions and rostering principles
- Knowledge of the Person-Centered Practice Framework and Active Support
- Computer literacy, in particular strong with systems/applications related to customer and/or staff management.
- A current driver's licence

## DELEGATION LEVEL

NIL

## CORE COMPETENCIES OF THE ROLE

### Customer Focus / External Contact

- Works within a person-centred evidence framework to assist with maintaining positive and trusting relationships with customers
- Applies a customer centred approach when engaging with work colleagues and management
- Responds to work assignments and customer driven tasks within the stated timeframe and in a courteous manner.

### Professionalism

- Displays a professional attitude to both oral and written communication, and dress attire.
- Demonstrates effective time management skills.
- Shows positive attitude.
- Maintains regular attendance.
- Meets productivity standards.
- Interacts as an effective team member.

### Problem Solving

- Defines extent of problem areas and develops solutions.
- Effectively identifies and evaluates alternative solutions.
- Makes decisions and recommendations consistent with skills and experience.
- Flexible in modifying decisions.

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## Relationship Building

- Deliver exceptional levels of customer service to local teams and customers
- Represents Northcott and all services according to the values of Northcott
- Displays well-developed interpersonal skills, an ability to work collaboratively and establish effective working relationships
- Collaborates with peers to achieve organisational performance measures

## Leadership

- Independently performs and accomplishes expectations.
- Requires minimal supervision.
- Sees and acts upon opportunities.
- Independently contributes ideas and adaptation of approach where required.
- Promptly undertakes problems and devises solutions.

## Job Knowledge

- Demonstrates the specialised knowledge required to provide best practice and a quality service.
- Effectively learns new job skills
- Maintains up to date job related information
- Aware of general issues related to the position

## Teamwork

- Contributes to the team by providing advice within area of specialisation
- Values others' input and expertise and is willing to learn from others
- Provides advice to team members when requested

## Financial Impact

- Provides prompt and efficient support to assist services with funding for both new and existing customers
- Regularly reviews customer set-up and funding arrangements to ensure they are current, relevant to customers' requirements, and meet financial needs. Highlights risks to direct manager.
- Responds proactively and efficiently to managing unplanned leave, with consideration to minimising high- cost solutions
- Follows up/reconciles any non-funded customer activity

## Time Impact

- Meets scheduled internal and external deadlines
- Manages time effectively
- Provides timely information and support to assist services maximise customer funding and opportunities for service.

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### DUTIES

The typical duties of this position include:

- Assist Managers, Team Leaders, Coordinators/NUMs and local teams to respond to and manage customer enquiries, to fill Northcott vacancies.
- Develop new customer service agreements and budgets for all Northcott services, as required by their role
- Assist Housing Service Coordinators/NUMs and customers through the SIL Transition pathway, and participate in Transition meetings and planning as required by their role
- Provide support with customer reviews and the development of renewed and amended customer service agreements, budgets and billing.
- Identify opportunities for customers to meet their goals based on sound knowledge of customer budgets, local teams, local capacity and Northcott services
- Assist Managers, Team Leaders and Coordinators/NUMs to review substantial change of circumstances for customers including the suitability of service agreements and budgets. Identify and assist in the management of funding deficits.
- Be aware of, and sensitive to the needs of customers from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.
- Assist in the collection of data and the preparation of statistical reports for the benefit of the business
- Complete Base roster validation, replication and maintenance for all services in local regions, or otherwise as required by their role.
- Assist Managers with service rosters, including response to cancellations, and unplanned leave .
- Assist Service Coordinators with Payroll processes, such as identifying potential errors.
- Ensure customer records are always maintained with accuracy and recency.
- Work within the framework of the National Disability Standards, Privacy Legislation, NDIS Operational Guidelines and other relevant legislation.
- Adhere to Northcott policies and procedures, in particular, the Code of Conduct
- Actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures
- Carry out administrative duties as required

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

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### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

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Manager's Signature

Manager's Name

Date

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**Please forward a signed copy to Human Resources**

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## APPENDIX

### CLINICAL SERVICES DEPARTMENT:

General requirements of the role are outlined above.

Service Support Partners within Clinical Services will be responsible for Clinical Services requirements most of the time. There may be occasional times where they may be called on to assist with Community and Housing, but this will not be a substantive part of the role, and support would be required in these instances.

The Clinical Services specific duties of this position include:

1. Provide customer focused administrative support to assist the Senior Operations and Senior Service Managers and their teams.
2. Monitoring the Therapy inbox:
  - a. Enquiries, requests, and referrals to be triaged to the appropriate manager, team lead or therapist.
3. Co-ordination of Therapy Groups and Therapy Provision of Training Onboarding NDIS customers and customer management:
  - a. Liaise with Enquiries team for new referrals and/or take these directly
  - b. Schedule Welcome Assessments with appropriately trained Welcome Assessors, and ensuring verbal consent to charge for this is obtained and documented.
  - c. Ensuring completed Welcome Assessment Reports are sent to the family and relevant stakeholders and uploaded to Niara.
  - d. Ensure that NDIS MSAB's are set up in Niara, and appointments are scheduled in Therapists Calendars as per the Welcome Assessor's directions
  - e. Create new Requests for Service as identified in the Welcome assessment (this can also be for non-Clinical Service requests such as Programs and Housing)
  - f. Ongoing and timely changes to NDIS MSAB's to ensure ongoing therapy requirements are met.
  - g. Ongoing and timely deactivation of MSAB's as required.
4. Onboarding for non-NDIS customers and customer management:
  - a. Setting up of the required MSAB's in Niara
  - b. No customer contact is required in these instances, and agreements are established based on the non-NDIS funded Service Agreement Request form.
  - c. Funding sources include but are not limited to State Health Departments (e.g.: PSOS, SBART, QPRS), State Education Departments (e.g.: Qld SDSS, NSW Specialist AH & Behaviour Support Scheme), Aged Care Services (e.g.: ICare, Allinto), and Fundraising and Philanthropic donations (e.g.: Profield, Collier) for Clinical Services.
5. Other general administration tasks:
  - a. Ordering of stationary, resources for each cost centre
  - b. Management of online Therapy subscriptions and ordering Standardised Assessments (hard copies only)
  - c. Monthly ordering of office supplies such as milk, tea, coffee for each cost centre
  - d. Coordinating Outreach Trips, including booking of flights, accommodation and some visits as

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requested.

- e. Support for Managers and Therapists to roster customer appointments

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