

POSITION DESCRIPTION

PERFORMANCE & BUSINESS SUPPORT OFFICER (General)

Division:	Disability Services
Department:	Community Services
Job Profile:	CSS Level 4
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification or Salary Band:	Level 3
Reports To:	Manager - Performance and Business Support

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace**, **encourage** and support **diversity** in everything we do



LEAD

We are a sector and service leader by **innovating**, **improving**, and **partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity**, **appreciation**, and **recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

The Performance and Business Support Officer (PBSO) is a critical role in supporting participants and operational teams by ensuring service agreements, schedules of support and Individual Support Plans (ISPs) are current and reflective of participant needs. The role includes all related administrative tasks and compliance activities required to maintain accurate claiming of funds and meet legislative requirements.

Key Accountabilities

Organisation/Sector Knowledge

- Maintain extensive knowledge of NDIS Practice Standards and policy/process
- Maintain extensive knowledge of Ability Options systems, policy and process
- Develop positive and strong relationships with Practice Managers, other operational employees and corporate support colleagues to ensure cohesive and responsive administration for participants in line with service agreements.
- Ensure that service agreements reflect the full scope of what Ability Options is able to provide

Planning

- Establish and maintain a positive and people centric workplace culture that is consistent with Ability Options mission, vision, guiding principles, and values.
- Ensure participants receive a cohesive and streamlined experience in accessing Ability Options Services.
- Ensure that each participant has a service agreement that reflects their current plan, and that they fully understand the agreement.
- Respond promptly to change requests from participants or relevant representatives.
- Ensure that service agreement renewal process is commenced prior to NDIS plan renewal to ensure continuity of Support.
- Ensure that significant issues are flagged with all appropriate colleagues in advance, and make relevant recommendations for service continuity.
- Work with relevant stakeholders across the organisation and externally to resolve claiming issues against the agreement, ensuring continuity of service with minimal impact to participants.
- Complete Individual Support Plans where required (i.e. Disability Support for Older Australians) to meet funding obligations.

Communication

- Liaise effectively with participants and their representatives around changes and options for service delivery.
- Maintain clear, responsive communication across all relevant parts of Ability Options to enable fast resolution of service or claiming issues.
- Manage communications with participants in a way that ensure they feel confident in our services, and trust that we understand their needs.
- Manage the competing interests of stakeholders to ensure participant needs remain central and they have a positive engagement with the organisation.
- Communicate potential issues or concerns early to avoid being unable to claim funds against the agreements.

Service Excellence

- Build and monitor a culture that places participant needs at the centre of all decisions.
- Work closely with all stakeholders to ensure that participant needs are the priority in resourcing decisions.
- Ensure that Ability Options meet all obligations in services agreements and complies with the NDIS guidelines and plan utilisation requirements.
- Ensure that participant service agreements reflect their funding and choices.
- Update participant files with relevant data and information as it becomes available, and as directed by Management.

Quality – Continuous Improvement

- Drive a culture of continuous improvement that achieves positive outcomes for participants and employees.
- Collaborate with corporate and operational teams to continuously improve the rostering processes and efficiency.
- Keep informed of the NDIS changes and ensure rostering practices adapt to evolving expectations and requirements.

Financial Sustainability

- Maximise revenue through developing service agreements with participants that offer the full range of services that meet their needs and goals.
- Ensure that service agreements are developed and amended to facilitate smooth claiming processes.
- Ensure currency of service agreements for supports being delivered and work with the Practice Managers to resolve any outstanding concerns.

Risk Management – Compliance – WHS

- Develop and maintain positive working relationships across the organisation.
- Ensure all rostering activities are conducted safely and comply with relevant policies and NDIS guidelines.
- Uphold Work Health and Safety (WHS) standards, ensuring services are delivered safely and responsibly.

Position Dimensions

This role sits within the Community Services Group of services. It has no direct reports.

Decision making is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedure and in conjunction with divisional executive.

Key Relationships

Executive	Service Providers	Senior Managers
Practice Managers	Intake Officers	Coordinators of Support
Shared Services	Participants	Parents, families and significant others
Plan Managers	Claiming Lead	COS Managers

ESSENTIAL CRITERIA

- Outstanding interpersonal relationship building and stakeholder management skills.
- A strong understanding of the technical aspects of the NDIS, including claiming processes, plan limits, claiming allowances and pricing.
- Demonstrated ability to work with complex systems and adhere to process and procedure.
- Experience in the development of complex rosters in a disability or other relevant setting.
- Comprehensive understanding of Ability Options service agreements and service delivery.
- Demonstrated ability to work cross functionally with different parts of an organisation.
- Demonstrated ability to manage competing priorities and deadlines and work under pressure.
- Excellent communication skills, demonstrating proficiency both in written and verbal communication.
- Strong attention to detail.
- Commitment to a continuous improvement culture.

To be suitable and successful in this role you will need to be able to demonstrate the following attributes:

- Team orientated

- Excellent communicator – participant focused
- Flexible and adaptable
- Committed to continuous improvement
- Transparent and honest
- Dependable

DESIRABLE CRITERIA

- Experience supporting participants directly in the NDIS environment.
- Certificate 3 or 4 in Disability, Community Services, Business Administration or equivalent experience.

COMPLIANCE REQUIREMENTS

DOCUMENT	REQUIRED	OTHER RELEVANT INFORMATION
NDIS Worker Check	Yes	
Police Check	No	
Working With Children Check (NSW)	Yes	
First Aid Certificate (min. HLTAID011)	No	
CPR Certificate (min. HLTAID009)	No	
Driver Licence (NSW – minimum P2)	Yes	
Motor Vehicle Registration Documents	No	
Comprehensively Insured Vehicle	No	
Professional Qualification	No	

SIGN OFF

Employee Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY:

Michelle Hodge

PD APPROVED BY:

Julia Squire: Chief Executive Officer

REVIEWED BY HR:

Kelly Kean: General Manager – People Services

PD EFFECTIVE DATE:

August 2025