

NDIS Facilitator Position Description

Position title: NDIS Facilitator

Classification: Non-Award

Reports to: Area Manager

About CPL – Choice, Passion, Life

CPL is a leading community support provider across Queensland and Northern New South Wales, partnering with people with disability and their families to create meaningful change.

Through personalised support, specialised guidance and expertise in collaborative decision making, we empower each person to live the life they want at every stage.

We are driven by a deep commitment to understanding our clients' aspirations and turning their vision into reality.

Drawing on decades of experience, we deliver practical, impactful support that makes a real difference – combining our expertise with genuine care to support individuals, families, and communities.

Our vision

An inclusive society for all people.

Our purpose

To provide services for people with disability so they can lead the life they choose.

Our difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be here

At CPL Group, we love what we do and it shows in the way we choose to “Be here”, contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position purpose

Facilitate all client activities from pre-planning, through to intake, providing support to understand their NDIS Plan, with the aim of providing people with disabilities information and assistance to purchase the supports they choose.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key responsibilities

- Undertake client negotiations and promote suitable service provision options and complete high level, detailed financial quoting for services.
- Work collaboratively with a range of stakeholders including Support Coordinators and provide detailed communications that explain complex information appropriately.
- Monitor client plan status (extended and new plans) and manage the intake process and quote renewal process in your region.
- At client request, assist them to prepare for their NDIS Plan meetings.
- At client request, provide support by attending their NDIS Plan meetings with them.
- Work collaboratively and respectfully with CPL staff, fostering an atmosphere of information exchange and knowledge sharing.
- Report and rectify potential billing and system interface errors.
- Expertly analyse funding utilisation at regular intervals, advise any corrective actions required and support local teams to undertake those actions.
- Maintain registers, accurately report on activities and use systems to track progress and monitor workflows.
- Build positive networks and relationships with disability organisations, Local Area Co-ordinators and the NDIA to support the business objectives of CPL, to better support CPL clients.
- Other responsibilities as reasonably requested by the manager.
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key customers

- Reports to the Area Manager, with direction and timeframes set by the Business Transformation Team.
- Works collaboratively with all CPL staff, including Access Arts, Milestones Solutions and Employment.
- Liaises externally with Schools, disability networks, local community groups and other stakeholders.

Selection criteria

- Demonstrated experience in customer engagement and in working with people with disabilities.
- Proven ability to effectively communicate and negotiate with key stakeholders and provide positive solutions to complex problems.
- Current knowledge and understanding of NDIS.
- Ability to communicate effectively in both verbal and written format.
- High level computer skills including the ability to analyse financial information to enhance quoting accuracy.
- Preferred previous experience with disability sector and/or community services.
- Self-motivated with the ability to manage high volume workflows and work collaboratively with teams.

Additional requirements

These do not need to be addressed in selection criteria but must be included in application:

- Current 'C' class driver's licence with regular access to a vehicle.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.