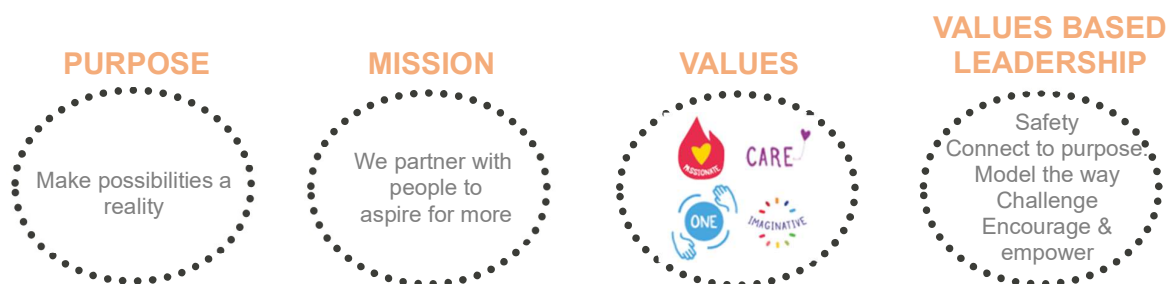


Your division	Service Delivery
Your team	Customer Fulfilment
You report to	Team Leader – Customer Fulfilment

PURPOSE OF YOUR ROLE

Working closely with Service Delivery and the NDIS team, this position will support our customers in coordinating their National Disability Insurance Scheme (NDIS) journey

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	- Demonstrate safety leadership in every action and decision, recognising good safety practice and taking action to improve safety where necessary. - Promote individual wellness through resilience practices.
CUSTOMER CONNECTION	- Conduct a comprehensive 'on boarding' and 'review' approach for all customers maximising funding opportunities to the mutual benefit of both the customer and Endeavour Foundation. - Identify and cross sell Endeavour Foundation services at each stage during customer interactions to assist customers in meeting their goals. - Support and advocate for our customers during NDIA planning meetings, ensuring they are well prepared and versed in their goals and support needs, by utilising Endeavour Foundation planning tools and resources. - Focus on the customers as a whole-person, ensuring their plan reflects all support required in their life. - Complete NIDS planning documents for customers that are accurate and fit for purpose. - Build and maintain relationships and ongoing communication with customers, customer nominees and service delivery relative to customer's goals and support needs.

	• Participate in the discovery of information and discussions between stakeholders that contribute to good decision making regarding changes required. • Ensure communication with customers is responsive to their needs and is provided in the language, mode of communication and terms that the customer is likely to understand • Support customers to make informed choices, exercise control and maximise their independence. • Provide an outstanding customer experience and support to customers by being informed on the NDIS and the customers' needs. • Take action and deliver on our promises, ensuring all actions are followed through and closed out in a timely manner. • Maintain knowledge on Endeavour Foundation's full suite of service offerings available to customers. • Provide flexible and mobile face to face meeting options to suit the time and location needs of current and future customers. •
OUR PEOPLE	• Create a culture that values person centred support and responds to organisational and sector changes. • Role model and execute behaviours within our organisational values •
OPERATIONAL EXCELLENCE	• Support, develop and drive best practice across all frontline leader groups within the organisation as the subject matter expert in supported employment, supported independent Living, community participation and learning & lifestyle. • Develop communication strategies to ensure information is presented in a professional manner. • Actively keep up to date on the NDIS and pass knowledge and learnings onto stakeholders including staff and customers.
FINANCIAL SUSTAINABILITY	• Assist in the delivery of organisational NDIS strategy and objectives while maximising revenue and cross selling opportunities. • Support regular status reporting around revenue management, process mapping and continuous improvement opportunities.

WHAT YOU NEED TO SUCCEED

CAPABILITIES	• Displays genuine commitment to the purpose and values of the organisation and the ability to model those behaviours and facilitate an exceptional customer experience • Ability to work autonomously applying a high level of organisation skills to effectively manage customer caseload and meet deadlines. • Strong working knowledge of the NDIS and what it means for customers and Endeavour Foundation. • Knowledge of, or experience in working with people with an intellectual disability.
SKILLS & QUALIFICATIONS	• Be accountable above all else. Have a demonstrated sense of ownership to their work and total accountability on duties undertaken. • High level of interpersonal skills including the ability to develop and maintain relationships within a team, with customers, across service providers, and with various stakeholders. • Ability to develop skills and knowledge as a subject matter expert in supported employment, supported independent living, community participation and learning & lifestyle. • Demonstrated competence in computer applications, i.e. Microsoft Word, Excel and Internet Explorer relevant to the role to ensure work is completed in a professional, accurate and timely manner.



	• Strong verbal, written and interpersonal communication skills to ensure communication is aligned to the audience. • Formal qualifications in Social Work, Psychology, Human Services or related discipline would be advantageous however are not essential.
EXPERIENCE	• Demonstrated experience working with a customer base and supporting them in the removal of barriers and working towards solutions. • Experience collaborating with family members or decision makers. • Experience working in a customer centric environment. • Experience working with people in a planning capacity

