

Position Title:	Individual Plan Advisor
Division:	Operations
Direct Reports:	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 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 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.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

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.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

This team is responsible for developing strong customer relationships with NDIS customers, offering Northcott products and services that best meet the needs and goals of the customer. The team will be required to communicate proactively, listen, interpret and match the customer needs to the Northcott products.

KEY OBJECTIVE OF THE POSITION:

- Serve as a primary point of contact between Northcott and the customer and maintain a holistic overview of the customer; their goals and the services they currently receive

- Assist new and transitioning customers to the NDIS in understanding and interpreting their plans.
- Identify and match customer needs to Northcott Services in addition identify any gaps in customer plans.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Strong negotiating and selling skills in order to achieve and exceed set team and individual targets
- Ability to interpret an NDIS plan using information and organisational knowledge to make decisions in order to achieve the best results for customers
- Ability to build rapport with all stakeholders internally and externally
- Proactively addresses customer issues and monitor customer satisfaction levels
- Ability to communicate effectively with all stakeholders with awareness and sensitivity to different cultures and disabilities
- Ability to write clear and concise business and customer communications
- Confident in public speaking and the ability to deliver targeted/general presentations in the community
- Ability to work efficiently under pressure and manage conflicting priorities
- Ability to learn on the job within a fast paced evolving environment
- Flexibility to commit to travelling as required
- Well-presented and professional
- Lived experience of disability or knowledge of the disability sector is highly desirable

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Current drivers licence
- Tertiary qualifications or extensive experience in sales, customer service or account management
- Knowledge or understanding of the National Disability Services Standards and National Disability Insurance Scheme (NDIS)

DELEGATION LEVEL

- Nil

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- A strong awareness of the challenges faced by people with disability
- Develop and maintain customer focused relationships
- Stay across customer challenges that are brought about through changes to the NDIS

Relationship Building

- Foster a strong relationship with regional and area managers and key staff in their respective teams
- Develop a local relationship the National Disability Insurance Agency and other relevant funding bodies
- High level advocacy and negotiation skills with well-developed interpersonal skills and a demonstrated ability to work collaboratively and establish effective working relationships with area managers and the local coordinators.

Problem Solving

- Maintain a high-level analytical and problem solving skill with the capacity to develop sound solutions to complex issues.

Financial Impact

- Contribute to regional activity and budget targets by actively mapping NDIS plans to Northcott service offerings

Time Impact

- Prepare NDIS [my] service agreements within 2 business days
- Review customers files at least twice yearly, including eight weeks before NDIS plan end dates
- Meets scheduled internal and external deadlines.

DUTIES

The typical duties of this position include:

- Assist existing Northcott customers during the 2016-18 NDIS transition
- Meet prospective NDIS customers, explain the services offered by Northcott and the benefits of sourcing services from Northcott
- Ensure customers entering into a service agreement have not been directed to do so by a Northcott employee
- Provide financial costing breakdown to families for services relevant to their needs
- Ensure revenue and appointment targets are met.
- Conduct satisfaction and goal attainment reviews to ensure quality of service.
- Manage customer expectations and their relationships with staff responsible for service delivery, rostering and the wider business
- Periodical service review with customers to ensure service consistency and relevancy to goals
- Meet with customers one month before current NDIS plan expires
- Critically review the customer NDIS plans for additional opportunities within the NDIS plan
- Ensure customer plans represent best value to the customer and Northcott
- Monitor reports to ensure continued appointment targets and revenue targets are achieved
- Serve as approachable point of contact to customers to receive feedback, compliments and complaints and record and action them appropriately
- Assist in the preparation of statistical reports for Regional Managers and the Executive
- Report on the division of services and customer budgets with other registered NDIS providers
- Regularly meet with local managers to ascertain service delivery capacity and assist in the effective use of service delivery capacity
- Maintain a sound knowledge of Northcott products and service delivery models
- Be responsible for the account management of NDIS customers, assisting with customer feedback and ensuring satisfaction with Northcott.
- Work closely with the Customer Service Team to ensure handover of customer specific needs are captured as part of service delivery.
- Maintain accuracy and compliance in documentation and data entry when completing My Service Agreements and customer notes.

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.

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.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.