

Position Title:	ECEI Intake Manager
Division:	Early Childhood Early Intervention (ECEI)
Reporting To:	ECEI Manager
Direct Reports:	ECEI Intake Coordinators

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 almost 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ over 2,000 staff and provide empowering, personalised services to more than 14,000 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:

The NDIS Partners in the Community Program (PITC) supports implementation of the National Disability Insurance Scheme (NDIS) at the local level. Northcott will deliver ECEI services as the PITC to local communities in Northern NSW, Mid North Coast, Hunter New England and Western Sydney.

The NDIS approach for ECEI supports activities that will improve independence and social participation of children with disability or developmental delay aged 0-6 years.

KEY OBJECTIVE OF THE POSITION:

The key objectives of the ECEI Intake Manager will be to:

- Motivate and lead a team of Early Childhood professionals completing the intake process for children with a disability or developmental delay across Western Sydney, Hunter New-England, Mid North Coast and Northern NSW.
- Lead and foster a positive team culture and provide operational leadership, effective management, coaching and support to a geographically dispersed and highly mobile workforce.
- Oversee the development and implementation of operational policies and procedures in line with Northcott's values to support the team in achieving its overall performance objectives and KPI's
- Facilitate collaboration between Northcott and NDIA stakeholders to ensure delivery of the ECEI intake process consistent with the key deliverables and performance measures in the NDIS Outcomes Assurance Framework, PITC Statement of Requirements and Grant Agreement.
- Provide feedback to the ECEI leadership group and NDIA around intake volumes, performance measures and identified trends.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Proven people management, negotiation and problem solving skills.
- Goal focused and driven by meeting key deliverables.
- Excellent communication and interpersonal skills, written and verbal.
- Demonstrate initiative and a proactive customer service approach to work.
- Ability to develop an exceptional customer service culture within the team.
- Ability to set team KPIs based on business requirements, implement processes, and guide, direct and facilitate staff high performance to ensure targets are met.
- Demonstrated ability to be responsive to change within the work environment.
- Ability to exercise sound judgment and provide timely, accurate advice and reporting to Senior Management and the NDIA.
- Ability to effectively manage and resolve feedback and complaints from stakeholders that focuses on working toward a positive outcome.
- Appreciation and acceptance of diversity for wellness, culture, understanding the importance of implementing a tailored and personalised approach to children and their families.
- Knowledge of the *NSW Child Protection (Working with Children) Act 2012* and other child protection legislation and the principles of 'Keep Them Safe'.
- A desire to work in the disability sector and uphold Northcott's values.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in business or other related field and/or extensive experience in business management or similar.
- Minimum 3 years' experience managing a team against KPI's.
- Experience ensuring customers are satisfied while still meeting business objectives.
- Experience in managing/leading a geographically dispersed and highly mobile team.
- Proven previous experience meeting and exceeding set KPIs/ targets.

- Demonstrates strong communication skills while liaising with internal and external stakeholders.
- Demonstrates a high level of computer literacy and competency.
- Current NDIS Worker Screening and Working with Children Checks Either lived experience of disability or knowledge of the disability sector is highly desirable.
- Current Drivers' License. (Please note reasonable adjustments will be made where applicable).

DELEGATION LEVEL

Level 3

CORE COMPETENCIES OF THE ROLE

Management

- Set clear staff objectives and priorities and monitors achievement
- Demonstrate effectiveness in planning, leading, organising and directing staff and services.
- Demonstrate a management style which promotes open communication, inclusive decision making and respect.
- Contribute to the strategic development and improvement of the ECEI program in collaboration with key stakeholders.

Leadership

- Lead by example and motivate the team with a focus on coaching and mentoring to deliver results
- Foster and model a culture of best practice customer service
- Drive a team culture and an atmosphere that is results-driven where the team can collaborate to meet team targets
- Implement strategies to promote team morale and productivity

Relationship Building

- Build positive and collaborative relationships with internal and external stakeholders
- Provide leadership to the team and promote effective communication and cooperation across the wider ECEI team and Northcott.
- Responsive to feedback and implement improvements to promote customer satisfaction

Customer Focus / External Contact

- Customer focused and driven to consistently delivering a high level of customer service when managing enquiries
- Highly developed communication skills with the ability to liaise with all levels of managers, staff and stakeholders
- Develop, and apply solutions, new ideas and methods with a plan to promoting continuous improvement in professional practice and achievement of service delivery outcomes.
- Take responsibility and effectively deal with stakeholder concerns in a timely and courteous manner.

Time Impact

- Attend to urgent matters and make immediate decisions regarding issues within area of responsibility.
- Meet scheduled internal and external reporting deadlines.
- Ensure team are meeting turnaround time targets to process customer enquiries and requests

Problem Solving

- Collection of valid and reliable quantitative and qualitative data in relation to the performance of the ECEI intake process.
- Use information technology i.e. NDIS IT System in accessing, collecting, analysing, using, maintaining, and disseminating data and information relevant to the delivery and reporting of ECEI services.
- Monitor trends, obstacles and opportunities in the internal/external ECEI business environment and recommends appropriate strategies.
- Identify, investigate and address issues with productivity, operational and customer targets within a timely manner.
- Solutions focused - ability to identify issues and propose solutions

DUTIES

The typical duties of this position include:

1. Effectively administer the delivery of the ECEI intake process by managing productivity targets, completion of required documentation/processes according to and in compliance with the PITC Statement of Requirements and Standard Operating Procedures.
2. Monitor the NDIS IT System to analyse reports/information about ECEI intakes and address any areas of concern within a timely manner.
3. Ensure NDIS Outcomes Assurance Framework and PITC Statement of Requirements performance targets are met and that NDIS data input is consistent and timely.
4. Manage and record feedback (compliments and complaints) associated with the ECEI program and escalate to the NDIA within the timeframes and processes outlined in the PITC Statement of Requirements and Grant Agreement.
5. Ensure all NDIA reporting is completed to a high level and is submitted to the NDIA within the required timeframes.
6. Manage the intake and allocation of portfolios based on front line workers' skill/experience and capacity as well as customer needs.
7. Manage direct reports including; induction, orientation, leave requests, performance management and career development.
8. Drive KPI's to meet the performance targets as assigned by the NDIA.
9. Adhere to and implement all Northcott and PITC Grant Agreement *Conflict of Interest* mitigation strategies.
10. Monitor and ensure the currency of staff registrations and probity clearances for NDIA reporting.
11. Provide expert advice, recommendations and develop and trial innovation in service delivery.
12. Build and maintain strong working relationships and communication with relevant Northcott and NDIA managers and representatives.
13. Attend and actively contribute to all scheduled reporting meetings with the NDIA.
14. Provide team leadership, deliver regular staff meetings and participate in senior management meetings as required.
15. Work within a strengths based, family centred approach that provides support for families to build capacity, problem solve and resolve identified issues.
16. Be aware of and sensitive to the needs of children, families and communities from Aboriginal and Torres Strait Islander and/or Culturally and Linguistically Diverse backgrounds.
17. Work within the framework of the Best Practice Guidelines in Early Intervention, NSW Disability Inclusion Act, National Disability Standards, Privacy Legislation, *NDIS Act 2013*, *NDIS Operational Guidelines* and other relevant legislation.
18. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics, Safety & Injury Management Procedures and WH&S Procedures.
19. Assist in maintaining Northcott's premises, vehicles and equipment and discuss any issues with Manager.

20. Other duties as required by management.

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.