

POSITION DESCRIPTION

WorkReady Consultant

Position Title:	WorkReady Consultant
Division:	Employment
Department:	NDIS Employment
Location:	Various employment locations
Hours:	Full-time or Part-time
Travel:	Role requires to travel across other locations in NSW
Reports to (title):	Team Leader, NDIS Employment

1. Job purpose:

- To support participants gain skills that will achieve their employment aspirations.

2. Working Relationships

<p><u>2.1 Internal</u></p> <ul style="list-style-type: none"> Participants; Families; NDIS Claims and Quality Staff Staff training and compliance Coordinator; Disability Employment Services and job active Staff; Community and Lifestyles Staff; Head office support service; Customer Service Centre staff. 	<p><u>2.2 External</u></p> <ul style="list-style-type: none"> National Disability Insurance Agency; Local Area Coordinator; Employers; Centrelink; External Stakeholders; Relevant Government agencies/funding bodies; Health professionals; Educational Providers.
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3. Key Result Area's

KRA	Description	KPI - Measures
Organisation/Sector Knowledge	<ul style="list-style-type: none"> Sound knowledge of organisation's purpose and values; Extensive knowledge of a person-centred approach to supporting a person with a disability and the services provided – applies the approach and values in their work; Maintain knowledge of NDIA and other government department policies and procedures; Understand Ability Options' strategy and the contribution of this role to its success; Extensive knowledge of relevant legislation and National Disability Service Standards; Local community services and stakeholders including education settings, allied health providers. 	<ul style="list-style-type: none"> Leader's feedback Performance & Development Feedback; Performance Reviews.
Planning	<ul style="list-style-type: none"> Review and asses participants NDIS plan to develop and Individual Person Centred Goal Plan for each participant, goals must reflect the NDIS plan; Work with minimal supervision; 	<ul style="list-style-type: none"> Leader's feedback Internal Audits File Reviews Surveys Results vs plan

	<ul style="list-style-type: none"> • Resolve practical issues, escalating as necessary in a timely manner; • Effectively contribute to development and implementation of practical strategies to support individual outcomes; • Ensure people who receive support and given information on any change of circumstances or cancellation of service or change. 	<ul style="list-style-type: none"> • Participant outcomes • Achievement against individual participant plans • Participant Voice results
Leadership & Culture	<ul style="list-style-type: none"> • Work collaboratively with team members; • Organise and check own work, provide guidance and share knowledge of all work related duties; • Role model Ability Options' culture/values – live, promote and support a culture that respects all stakeholders and enables positive outcomes for all; • Support implementation of best practice; • Adopts professional approach to personal accountability and maintains organisation image and culture. 	<ul style="list-style-type: none"> • Leader's feedback • Surveys • Individual feedback • Performance & Development Feedback • Complaints/Feedback • Team member's feedback • External stakeholders' feedback
Communication	<ul style="list-style-type: none"> • Uses positive engagement techniques; • Maintains effective relationships with Manager, other Team members, employers and community stakeholders; • Effectively collaborate with other teams/programs to ensure effective alignment of services across Ability Options; • Provides prompt, thorough and accurate information/reports to Manager to ensure they are appropriately informed regarding program operations; • Listen and effectively communicate with a range of stakeholders; • Adapt communication style to meet individual needs; • Maintain confidentiality and respect diversity and be sensitive to participant needs/ interests/cultural values; • Build and maintain an effective network of sector stakeholders, allied health professionals and other suppliers; • Maintains effective relationship with participants and families; • Effectively handles complex and sensitive enquiries. 	<ul style="list-style-type: none"> • Leader's feedback • File Reviews • Internal Audits • Progress notes • Reports • Reporting accuracy and timeliness • Participant and stakeholders' feedback
Service Excellence	<ul style="list-style-type: none"> • To deliver service in accordance to the requirement of the funding body; • Ensure participants are effectively supported and empowered with services sensitive to participant needs, interest and cultural values; • Develops individual goal plans to meet individual life choices and aspiration; • Maintain accurate participant files; • Engages and builds relationships with appropriate internal /external stakeholders. 	<ul style="list-style-type: none"> • Manager's and participants' feedback • Participant's and stakeholders' feedback • Internal audits • External audits

Quality – Continuous Improvement	<ul style="list-style-type: none"> • Ensure services are delivered effectively and efficiently according to policy/procedure/practice and suggested opportunities for improvement; • Applies advanced problem solving & decision making tools across a wide range of policies, processes & procedures. • Acts on feedback and resolves complaints; • Work with Manager to resolve all operational issues; • Proactively present ideas for improvement. 	<ul style="list-style-type: none"> • Manager’s feedback • Internal audits • Participant feedback
Financial Sustainability – Value for money	<ul style="list-style-type: none"> • Ensures the required service and participants’ records are maintained accurately to allow efficient and timely claims processing; • Achieves agreed performance targets; • Is aware of site financial targets and results – supports Manager in achieving financial objectives; • Ensure all services are delivered with agreed plan budget and provide ‘value for money’; • Requests approval for the necessary expenditure; • Participates in fundraising activities. 	<ul style="list-style-type: none"> • Manager’s feedback • Results vs budget
Risk Management – Compliance - WHS	<ul style="list-style-type: none"> • Ensure compliance with all internal and external quality, contractual and legislative obligations – including NDIA process compliance; • Ensures Ability Options Risk Management Framework is applied to all activities and risks mitigated; • Ensure all activities consider and promote the physical & psychological safety of Ability Options People and other stakeholders. 	<ul style="list-style-type: none"> • Manager’s feedback • Issues raised in tickit • Compliance audit • Participant feedback

4. Delegation and Decision Making

- 4.1 Freedom to act is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedures and in conjunction with the CEO;
- 4.2 Exercise judgement and initiative;
- 4.3 Financial delegations as per Ability Options policy and within agreed budgets.

5. Experience, Skills, Knowledge and/or Qualifications

5.1 Essential:

- Current knowledge of NDIA policies and processes relating to NDIS service offering and relevant legislation (Disability Services Act, Disability Service Standards, WHS);
- A positive attitude towards people with a disability;
- Demonstrated sales and marketing skills;
- Demonstrated exceptional ability to network/liase with and build effective professional relationships with participants, employers, community groups, employers, external agencies and other stakeholders;
- Demonstrated results focus - ability to meet/exceed agreed performance targets and deliver exceptional customer service;
- Strong communication skills – written and verbal;
- Well-developed planning, time management, attention to detail, and problem-solving skills;
- Current NSW Drivers licence (P2 minimum);
- Valid Working With Children and Police Checks;

5.2 Desirable:

- Relevant tertiary qualifications;
- Demonstrated presentation, training and development skills;
- Established relationships with stakeholders.

6. Behavioural Competencies

6.1	Accountability	Accepts personal responsibility for the equality and timeliness of work. Can be relied upon to achieve results with little need for supervision.
6.2	Adaptability	Adapts easily to changing business needs, condition and work responsibilities. Adapts approach, goals and methods to achieve successful solutions and results in dynamic situations.
6.3	Communication	Effectively conveys ideas and information verbally and in writing using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the receiver.
6.4	Customer Focus	Builds and maintains internal and external customer satisfaction with the services offered by the organisation.
6.5	Initiative	Actively attempts to influence events to achieve goals. A self-starter who takes charge where required.
6.6	Manage multiple priorities	Effectively organise multiple tasks/assignments, sometimes of a complex nature or involving competing priorities, to produce work that is accurate, thorough and on time.
6.7	Planning & Organising	Logically integrates various ideas and information to form effective goals, objectives, timelines, action plans and solutions. Organises resources effectively and efficiently
6.8	Teamwork	Participates actively and positively within the team to which the role belongs. Listens to other views and contributes ideas and suggestions. Works cohesively with other team members.
6.9	Technical Competency	Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands and evaluates technical information related to the job; advises others on technical issues.
6.10	Collaboration	Works collaboratively to achieve outcomes.

7. Standards to which performance will be assessed

- 7.1 Compliance with the position description – Key Result Areas;
- 7.2 Delivery of agreed objectives;
- 7.3 Demonstration of Ability Options' values in all activities and interactions;
- 7.4 Compliance with Ability Options' policies, procedures and practices.

8. Sign Off

Employee Name: _____ Signature: _____

Date: ____ / ____ / ____

PD Developed by	
PD Approved by	
PD Approved by Executive Leader – HR	
Effective date of PD	
Last update	NA
Review Date	