

Westhaven Ltd

Our Vision – Live how you choose
Our Core Values – C.H.O.I.C.E

Position Title	BFT Team Leader	Reports to	BFT Manager
Number of Direct Reports	3+ people	Position Location	Dubbo
Area of assignment	The BFT TL may be assigned to either SIL or Non-SIL areas.		

Purpose of the position
<p>The BFT Team Leader may be assigned either SIL or Non-SIL responsibilities as per below:</p> <p>For Non-SIL: Leading a team of Business Support Officers and ensuring all transactions relating to Westhaven's Services are contracted and funded in line with internal procedures and NDIS rules/legislation.</p> <p>For SIL: Leading a team of Business Support Officers and ensuring all transactions related to Supported Independent Living (SIL) services are contracted and funded in line with internal procedures and NDIS rules/legislation.</p>

Decision making
<ul style="list-style-type: none"> ● This position holds autonomous authority over contracting service agreements, offering expert guidance to Westhaven. ● This role operates independently, requiring advanced expertise and judgement. ● This role has financial delegation \$1,000 per Westhaven's delegation policy. ● This role has direct accountability for commercial KPI's. ● The position independently approves or declines services based on Westhaven's business rules.

Key Responsibilities	
<i>Efficient and transparent contracting of all disability services</i>	<p>Lead a team of BSO's ensuring timely, efficient and accurate administration of</p> <ul style="list-style-type: none"> • Service Quotes • Service Agreements • Service Bookings • Service Scheduling (rosters, SSPT, SD) • Board agreements • Lodging agreements • Transport agreements
<i>Maintaining the Customer Management System as the relied upon source of truth</i>	<p>Oversee the timely, accurate and complete recording of transactions within the CMS (CTARS)</p> <ul style="list-style-type: none"> • CTARS Schedules, Logs, Approvals & Invoicing • CTARS Budget agreements • CTARS Revenue reporting • CTARS Daily metrics tracking
<i>If assigned to SIL, responsible for SIL funding</i>	<p>Maintain an accurate, up to date record of SIL funding</p> <ul style="list-style-type: none"> • SIL funding register complete with balances and discrepancies • Tracking and reporting of SIL funding discrepancies • Tracking and reporting of actions relating to SIL funding disputes
<i>CS or SIL ROCS</i>	<p>Ensuring CS or NDIS ROCs are designed, approved and monitored to deliver the expected margin</p> <ul style="list-style-type: none"> • ROC Design • ROC Approvals • ROC Master Register • ROC Daily Metrics Tracking • ROC Discrepancy - tracking and reporting

<p><i>Margins</i></p>	<p>Review and monitoring of weekly margins</p> <ul style="list-style-type: none"> • Review weekly margin reporting and identify anomalies • Identifying cause of margin anomalies • Escalate issues where action is required to resolve margin anomalies
<p><i>If assigned to SIL, responsible for NDIS Claiming</i></p>	<p>Ensure accurate, compliant and timely claiming/invoicing of NDIS revenue</p> <ul style="list-style-type: none"> • PRODA claiming • PACE claiming • Accounts receivable invoicing
<p><i>Revenue Accruals</i></p>	<p>Ensure revenue accruals are monitored and resolved in a timely fashion</p> <ul style="list-style-type: none"> • Accrual reporting and review • Resolution of outstanding accruals
<p><i>Process Design & Review</i></p>	<p>Continually review and refine to drive efficiencies</p> <ul style="list-style-type: none"> • Processes and procedures • KPIs and metrics • System development and implementation • Leveraging AI
<p><i>Leadership and contribution to a positive team and organisational culture</i></p>	<p>Promote a culture of proactive cooperation</p> <ul style="list-style-type: none"> • Build and enhance relationships with all internal and external stakeholders • Foster a culture of knowledge, information sharing and continuous learning cross the stakeholder group • Actively engage in workplace diversity initiatives and promote a positive and inclusive environment within the team • Educate service delivery managers on the elements that impact margins and the levers that can be operated to make the necessary adjustments



Knowledge, Skills, Experience and Compliance

Knowledge

- Demonstrated business operations/NDIS funding experience
- Excellent written and verbal communication skills
- Strong spreadsheet and data analysis skills
- A keen understanding of emerging technology

Personal Attributes and skills

- You are self-motivated, positive and organised with strong collaboration and stakeholder management skills.
- You are skilled at navigating complex systems and making data-driven recommendations.
- You are effective at managing multiple tasks, with a keen interest in innovation and team success.

Qualifications and Required Experience

- Tertiary qualification or equivalent in business management or other
- Previous experience in the NDIS space - specific funding knowledge

Compliance

- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

Key Challenges

- Escalating recommendations to drive change and manage the uncertainty of NDIS funding discrepancies
- Establishing a high-performing team as well as continuous improvement
- Communicating and reporting to a diverse group of stakeholders

[NDIS Workforce Capability Framework](#)

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of ‘what good looks like’ for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission’s principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework

Supervision and Frontline Management

Capability Group

Capability Name and Description



Manage, supervise and coach others

Model and reinforce values in organisational culture and practice

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

Promote quality through consistent good practice

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality supports and services.

Support health and manage risk

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

Foster and develop a capable workforce

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.