



<b>Position Title</b>	<b>NDIS SERVICE MANAGER</b>
<b>Employment Type</b>	Full Time
<b>Executive</b>	Management Team
<b>Department</b>	Services and Accommodation
<b>Services</b>	CAS, STA, MTA, SIL, SDA, ILO.
<b>Location</b>	Flexible
<b>Registrations/Licence</b>	APRAH /CPR (desirable), Drivers Licence (essential)
<b>Employment Screening</b>	National Criminal Record Check Working with Children Check NDIS Worker Orientation Module

### **Position Description**

Are you a career driven Coordinator, Supervisor or Manager with experience in both the NDIS Disability Sector and Management? Do you consider yourself to be progressive and innovative in your leadership style and approach to NDIS Services? Are you looking for change and a an opportunity to establish yourself in a fast-growing business, while taking ownership of a newly created role?

If so, you will have opportunity to own this role, while using your diverse NDIS and Disability experience, to lead and grow our Service and Accommodation Department in Queensland. Your affective leadership and innovative skills will be applied while delivering exceptional customer support and services to our existing and prospective clients.

We are a registered NDIS provider, delivering personalised NDIS lifestyle and accommodation supports in Queensland. We make no apology for being a new business, but take exception to ensuring our organisation values, including a culture of safety and compliance, integrity and continuous improvement is embraced.

As a new organisation, only those willing to hit the ground running, who are agile, adaptable and keen to put their stamp on a growing business, need apply. We are offering the right person a career opportunity and not just a job.

We currently deliver NDIS accommodation and support services in Brisbane, Logan and Moreton Bay, while offering social and community support to clients from locations around South East Queensland. This includes a Disability Island Retreat in Moreton Bay. Our aim



is to deliver a Boutique Disability Service, that is truly personalised, delivered within an innovative business model that values partnerships, social and collective impact, and a focus on Kindness. Kindness, for us being the highest form of intelligence and essential to a person-centred approach.

**To be successful you will demonstrate the following**

- Drive and determination to achieve excellent results for both our Participants and our values driven Business
- Service innovation and proven experience in NDIS compliance and operations management
- Acute understanding of the NDIS, including scheme intent, pricing structures and service offerings
- Understands the inherent requirements of the NDIS Quality and Safeguards Commission and the NDIA and ability to maintain up-to-date knowledge
- Ability to translate and implement NDIS Quality and Safeguard Standards across operation procedures
- Experience working with complex client needs
- Well connected with established networks and continually builds and values positive relationships with both internal and external stakeholders
- Strong stakeholder engagement and collaboration skills
- Confident in resolving conflicts or crises as they arise in a timely and professional manner
- Passionate about supporting and maintaining workforce excellence and safe, positive working environments
- Uncompromising on the provision of safe, quality supports that achieve positive outcomes for our Participants
- Exceptional Interpersonal, Communication and Team Management Skills
- High level organisation skills, time management and leadership management skills
- Valid Driver's license and willingness to travel throughout South East Queensland.
- Qualifications in any of the following: Disability, Allied Health or Human Services and Business, highly regarded.
- Aligned with the core values of our business – Kindness, Innovation and Collective Impact.



If this is you, and you have the vision, courage and passion to make this position your own, then forward your application immediately, as we are keen to welcome genuine, talented and motivated people to our team.

### **To Apply please**

Submit your resume to [hr@ilsupport.com.au](mailto:hr@ilsupport.com.au) by

30 October 2020 – Email Title – NDIS Service Manager

Include a cover letter and

Provide a brief dot point snapshot of how your experience addresses any of the below criteria

### **SELECTION CRITERIA**

Please address the following topics (a brief paragraph for each criteria).

**Your understanding of and or demonstrated experience** in the following key selection criteria:

1. Demonstrated Relationship Building skills with both internal and external stakeholders
2. Extensive understanding of the NDIS network and key stakeholders
3. Understanding and experience in Contemporary Disability practices, including complex mental health and health related disability needs.
4. Implementation of operational procedures to a high standard, referenced against NDIS Practice Guidelines and the NDIS Code of Conduct
5. Describe your Leadership style
6. Describe when you have been Innovative – or took an agile and disruptive approach
7. Demonstrate effective written and oral communication skills
8. Give examples of when you were solutions focused –working under pressure with competing priorities
9. Demonstrated organisational, time management, problem solving and planning skills
10. Understanding of diversity and inclusiveness
11. Ability to work with a CRM Platform
12. Integrity - Transparency and Accountability