# APS4 Planner

## Position Details

The NDIA welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.

| **Position Name** | Planner |
| --- | --- |
| **System Job Title** | NDIA APS4 Planner |
| **APS Classification** | APS4 |
| **Group** | Participant Experience Delivery |
| **Division** | National Delivery |
| **Reports to** | APS6 Planner Supervisor |

## Position Purpose

### About NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency that is responsible for implementing the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers. The NDIA values a positive contemporary attitude to disability.

As a Federal Agency, we work within a legislative and regulatory environment. We adhere to the [Australian Public Service Code of Conduct](https://www.apsc.gov.au/code-conduct) as set out in section 13 of the Public Service Act 1999.

Our work is driven by the [Corporate Plan](https://www.ndis.gov.au/about-us/publications/corporate-plan) which provides strategic direction to achieve our purpose of making a difference so that people with disability can choose and achieve their goals.

The [NDIA Values](https://www.ndis.gov.au/about-us/careers-ndia/values) are:

* **We value people** – We put participants at the heart of everything we do.
* **We grow together** – We work together to deliver quality outcomes.
* **We aim higher** – We are resilient and always have the courage to do better.
* **We take care** – We own what we do and we do the right thing.

Our values reflect our passion and commitment to building a positive, participant-centred culture.

### About the Team

National Delivery is responsible for engaging with participants and managing participant plans and supports. State/Territory-based business units manage the operating functions of the NDIS, ensuring accessible, nationally-consistent participant experiences.

### About the Role

The APS4 Planner is a team membership position that will work within defined parameters relating to their area of responsibility. It will apply well-established policy, principles, practices and procedures to achieve outcomes that supports and contributes to NDIA’s objectives to “build a world-leading National Disability Insurance Scheme”.

The position will provide operational and administrative support that is informed and directed by sound knowledge in service delivery areas and may undertake some research and analysis activities. Depending on location (Rural/Metro) the position may have direct contact with participants.

The APS4 Planner will have a considerable level of contact with internal and external stakeholders and will be required to communicate with and provide advice on a range of service delivery matters to resolve moderately complex enquiries.

Responsibilities may include but are not limited to:

* Gathering information from participants and planning partners over the phone or in person, to enable high-quality planning and evidence-based decision-making.
* Using a range of policies, practice guidance and legislation to make funding decisions in relation to participant plans to complement informal, community and mainstream supports.
* Working closely with participants and their representatives to identify current and future supports, and informal, mainstream and community support options to achieve plan outcomes.
* Liaising with key stakeholders including Partners in the Community to deliver services to participants.
* Resolving issues and complaints in relation to participant plans.
* Completing administrative and data entry tasks relating to participants.
* Contributing to the achievement of key performance indicators, including planning targets.

(NOTE: the key responsibilities of the role are based on current priorities and may change over time)

### Capabilities of the Role

The NDIA work within a capability framework aligned to the Australian Public Service (APS) Work Level Standards. The capabilities detailed below are specific to the Individual Contributor level.

#### Adaptability

Maintaining effectiveness when experiencing major changes in work responsibilities or environment (e.g., people, processes, structure, or culture); adjusting effectively to change by exploring the benefits, trying new approaches, and collaborating with others to make the change successful.

#### Building Customer Loyalty

Meeting and exceeding internal or external customer expectations while cultivating relationships that secure commitment and trust.

#### Continuous Learning

Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.

#### Managing Work

Effectively managing one’s time and resources to ensure that work is completed efficiently.

#### Leveraging Feedback

Taking full advantage of opportunities to receive and explore feedback about own performance (from assessments, managers, coworkers, internal/external partners, or customers); responding favorably to feedback and using it constructively to take action to improve knowledge, skills, behaviour, and impact on others.

#### Technical / Professional Knowledge or Skill

Having achieved a satisfactory level of technical, functional, and/or professional skill or knowledge in position-related areas; keeping up with current developments and trends in areas of expertise; leveraging expert knowledge to accomplish results.

#### Managing Relationships

Meeting the personal needs of individuals to build trust, encourage two-way communication, and strengthen relationships.

#### Quality Orientation

Accomplishing tasks by considering all areas involved, no matter how detailed; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

#### Energy

Consistently maintaining high levels of activity or productivity; operating with vigor, effectiveness, and determination over extended periods of time.

### Role Specifications

Please see below a list of the main physical and psychological work environment characteristics that an employee may encounter while performing the essential functions of this role.

#### Working environment

* working in an open office environment (exposure to general workplace chatter)
* working in a team environment
* managing demanding and changing workloads and competing priorities
* working alone
* working at a co-located site
* significant periods of sitting at a counter or desk
* direct contact with participants of the scheme
* attending external locations offsite including participants' homes (which may have multiple stories or be accessible only via uneven ground, stairs)
* operating a telephone, computer
* computer/screen based work
* requirement to read or otherwise extract information from printed material/signage
* high levels of phone usage
* high levels of face to face work
* attending meetings for extended periods
* exposure to noisy conditions
* driving vehicles
* driving vehicles possibly over long distances and in all traffic and weather conditions, including the capacity to deal with minor vehicle problems
* driving vehicles possible over long distances in remote locations on unsealed roads and in all traffic and weather conditions, including the capacity to deal with minor vehicle problems
* requiring mobility over uneven terrain such as unsealed roads, footpaths, steps and stairs in all weather conditions
* working in different geographical locations
* remote/regional/metro planning
* assistance animals may be in the work area (FYI for people with allergies or phobias)
* encounter constant work interruptions

#### Emotional

* dealing with confronting and complex situations and information
* dealing with conflict
* dealing with challenging conversations and behaviours
* providing empathy

#### Information Technology and Security

* Australian Government Security Vetting Agency (AGSVA) clearance
* computer/software applications - Microsoft Office computer based work
* ability to access and use client records management system (CRM) and associated NDIA business applications

Where possible, the NDIA will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of the role.

## Work Level Expectations

The NDIA work within the [Australian Public Service (APS) Work Level Standards](https://www.apsc.gov.au/work-level-standards-aps-level-and-executive-level-classifications). The duties detailed below are specific to the APS4 classification.

### Leadership and Accountability

Sound understanding of relevant statutory, regulatory and policy frameworks in order to draw conclusions, interpret and apply guidance material and resolve recurring problems.

Responsible for managing competing requests, demands and priorities.

### Management Diversity and Span

Undertake procedural, clerical, administrative support or operational tasks including some research and analysis activities.

### Job Context and Environment

Apply judgement, knowledge and limited discretion in interpreting and applying legislation, instructions, guidelines and procedures.

Monitors emerging issues to identify impact on tasks and mitigate risks that will impact on own and team work outcomes.

### Independence and Decision-Making

The work may involve working independently to manage specific tasks, processes or activities against stated objectives with supervision generally limited to complex tasks or unfamiliar situations.

Decisions are based on policy, procedures and working standards that provide only general guidelines and impact on the work area or specific function.

Lateral thinking is required to generate viable options and the implementation of solutions.

### Stakeholder Management

Communicate with and provide information and advice to a range of stakeholders.

A level of tact, discretion or persuasion is necessary.

## Organisational Responsibilities

Assume responsibility for the identification of risks, including the evaluation, management and control of all risks relevant to your area of responsibility.

To ensure compliance with the *Work Health and Safety (Commonwealth) Act 2011*, the occupant of this APS position is accountable while at work to ensure they:

* take reasonable care for their own health and safety; and
* take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and
* comply with reasonable instruction, policy or procedures given or notified by the NDIA relating to health or safety across the NDIA.