

## Position description

Title of the role:	Administrator
Classification	SCHADS Level 2
Schedule:	B
Program Area:	Consumer Directed Services (CDS)
Location:	Ballarat VIC or Campbelltown NSW
Reports to:	Senior Administrator CDS
Last Revised:	NOV 2024

## About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work, and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

## Participation:

We promote participation and transform lives and communities

We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

## Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Position Summary

Consumer Directed Services (CDS) refers to services which are led by and funded by individual consumers. This includes services such as the National Disability Insurance Scheme (NDIS) & iCare. These services provide support, care and access to services and technology for Australians with disabilities as well as their families and carers.

Wellways currently provides the following Support Categories as a registered provider:

- Assistance with Daily Life
- Transport
- Assistance with Social & Community Participation
- Coordination of Supports
- Improved Living Arrangements
- Increased Social and Community Participation
- Finding and Keeping a Job
- Improved Relationships
- Improved Health and Wellbeing
- Improved Learning
- Improved Life Choices
- Improved Daily Living Skills

As the CDS Administrator, you will work as part of the CDS Administration team to undertake administrative duties related to all CDS business nationally to ensure participants are supported to live a fulfilling and meaningful life in the community.

This position will support CDS employees across Wellways teams and may include work with Wellways CDS external stakeholders, other disability service providers, families and health professionals within the circle of participants.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Operational and Customer Support</b> Responding to enquiries, assisting people to understand their NDIS plan, signing service agreements and planning support schedules</p>	<p>Provide operational and customer support to CDS service delivery employees and participants including:</p> <ul style="list-style-type: none"> <li>• Responding to initial enquiries via phone and email about Wellways supports and services</li> <li>• Effectively engaging with customers or their nominee by telephone, electronically or face-to-face</li> <li>• Rostering and reporting support</li> <li>• Manage participant records in NDIS, iCare and other systems including service bookings, requests for service, etc.</li> <li>• Setting up and maintain effective filing, resources and site systems</li> <li>• Support service delivery teams to effectively utilise Wellways systems and tools to manage workload efficiently and effectively</li> <li>• Support the managers to monitor program performance, contracts, targets and budgets and all administrative functions for the region</li> <li>• Assist the managers to ensure that all operational and administrative requirements are completed including regular reporting and records maintenance</li> <li>• Engaging referral sources with information on capacity to deliver services</li> <li>• Signing service agreements &amp; schedules of supports with participants and uploading</li> <li>• Setting up Carelink+ electronic files with correct funding, services and financial packages</li> <li>• Monitoring CDS plan usage</li> <li>• Assisting with office and fleet management as required</li> <li>• Supporting the development, implementation and maintenance of administrative systems and processes</li> <li>• Any other administrative functions as required.</li> </ul>
<p><b>Team Effectiveness</b> Working as part of the team to provide exceptional service and delivery of service to participants</p>	<ul style="list-style-type: none"> <li>• Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support.</li> <li>• Actively participating in team meetings, service planning sessions, Performance Development and Review (PDR), individual supervision and employee development activities</li> <li>• Promoting a culture within teams, consistent with Wellways core values.</li> </ul>
<p><b>Maintain Quality</b> Maintain a high level of program quality and drive continuous improvement</p>	<ul style="list-style-type: none"> <li>• Ensuring CDS operations in line with relevant legislative and/ or registration requirements, eg: the NDIS Quality and Safeguards Commission</li> <li>• Ensuring CDS operations in line with relevant Wellways policies and procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Reporting all incidents and complaints in line with registration requirements and Wellways policies and procedures and within specified time frames</li> <li>• Maintaining safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>• Actively engaging in processes of reflection, supervision and training</li> <li>• Collecting participant/ family compliments and complaints</li> </ul>
<p><b>Organisational Alignment</b> Working with key stakeholders, supporting the achievements of organisational goals and the application of best practice frameworks</p>	<ul style="list-style-type: none"> <li>• Using established organisational systems and processes in line with Wellways policies and procedures</li> <li>• Supporting the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct</li> <li>• Fostering effective communication and maintaining positive relationships with internal and external stakeholders</li> <li>• Engaging in ongoing consultation and collaboration with participants, their families and friends</li> <li>• Establishing and maintaining effective relationships with other organisations to ensure effective service delivery</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Relevant qualifications or commensurate administration experience</li> <li>• NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate is mandatory prior to commencement: <a href="https://www.ndiscommission.gov.au/workers/support-for-workers/training-course">https://www.ndiscommission.gov.au/workers/support-for-workers/training-course</a></li> <li>• Current Driver's License and the ability to undertake travel</li> <li>• Satisfactory Police Records Check</li> <li>• Working with Children's Check / Working with Vulnerable People Check</li> <li>• Ndis Worker Screening Check</li> <li>• Right to work within Australia</li> <li>• Appropriate IT Skills</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Experience providing administrative support to programs working with people living with all disability and or mental health</li> <li>• Experience/ understanding of NDIS</li> <li>• An ability to deliver culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD, LGBTQIA+ and Indigenous backgrounds</li> <li>• Commitment to continuous quality improvement</li> </ul>

<b>Skills</b>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills with people from a variety of backgrounds, including people from CALD and indigenous backgrounds.</li> <li>• Effective written communication</li> <li>• Well-developed verbal and non-verbal communication skills</li> <li>• Ability to resolve communication issues in an appropriate manner</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Well-developed relationship development skills</li> <li>• Compassionate and treats all people with dignity and respect</li> <li>• Emotionally intelligent</li> </ul> <p><b>Organising and planning</b></p> <ul style="list-style-type: none"> <li>• Able to prioritise competing demands and operate accordingly</li> <li>• Able to recognise barriers and seek appropriate support to navigate them</li> </ul> <p><b>Self-Management</b></p> <ul style="list-style-type: none"> <li>• Alignment with, and adherence to, professional ethics and boundaries</li> <li>• Self aware and professional</li> <li>• Motivated, innovative and able to work autonomously</li> </ul> <p><b>Computer</b></p> <ul style="list-style-type: none"> <li>• Competent in Microsoft Office Suite</li> <li>• Experienced in the use of client management systems</li> </ul>
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## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

Attachment 1

