



JOB DESCRIPTION

Service Lead

Division: *Life Choices*

Location: *Illawarra and Shoalhaven*

Employment Status: Full Time

POSITION OBJECTIVES

As the Service Lead, you will provide leadership and operational oversight to teams delivering NDIS supports and services, ensuring high-quality, person-centred outcomes for participants. Reporting directly to the Senior Manager NDIS Supports and Services, you will drive service excellence, compliance, workforce performance and sustainable growth across your portfolios.

Working collaboratively with internal teams and external stakeholders, you will support the delivery of services that align with participant goals, NDIS requirements, and organizational objectives, while building strong community partnerships and contributing to the ongoing success and sustainability of Flagstaff's services.

Key Objectives:

- Takes active ownership of own work.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times.
- Develops and fosters efficient lines of communication with key stakeholders.
- Commitment to supporting people with a disability to achieve goals and outcomes
- Has a high level of autonomy and is fully accountable for the delivery of work assignments and projects on time and to expectation in terms of quality, deliverables, and outcomes.
- Build and maintain collaborative stakeholder relationships that ensure the organisation's standards and values are maintained, providing a clear sense of purpose and direction and fostering a positive and high performing culture;
- Detailed knowledge of the National Disability Insurance Scheme and Quality and Safeguards legislation



RESPONSIBILITIES & ACCOUNTABILITIES

VALUES & CULTURE:

- Role model and promote Flagstaff's values in all aspects of duty and promote a culture of service-oriented excellence in all activities,
- Consistently demonstrate a commitment to supporting People with a Disability to achieve their goals and/or workplace targets, and to the value that inclusion in all aspects of society and community for People with a Disability is a right, not a goal;
- Ensure that innovation or desired work performance/behaviour by individuals or teams (particularly those under your observation or supervision) is acknowledged and where appropriate, celebrated and/or formally recognised;
- Ensure that any unacceptable behaviour, diminished work performance or failure to meet Flagstaff's values and culture by individuals or teams under your control is reported and/or addressed consistent with Flagstaff expectations, policies and/or procedures

ROLE SPECIFIC:

- Build and maintain collaborative stakeholder relationships that ensure the organisation's standards and values are maintained, providing a clear sense of purpose and direction and fostering a positive and high performing culture;
- Demonstrating self-management including acting as a role model, seeking feedback to enhance performance and actively identifying opportunities for development;
- Excellent time management skills to effectively manage workload and competing priorities.
- Complete relevant assessments, reports and proposals as they relate to participants individual goals;
- Confidently and accurately use computer systems to prepare records track participant goals, undertake internet research and send & respond to emails in a timely manner;
- Comply with all Flagstaff policies, procedures, guidelines and processes;
- Coordinate group and or individual support and training for participants undertaking Flagstaff NDIS services which directly assist in the development of skills and/or the achievement of increased social or vocational inclusion & assist with workplace supports;
- Undertake Flagstaff provided training on National Quality & Safeguards standards for supporting people with a disability and ensure that your actions consistently comply with those standards;

- Facilitate team scheduling and individual rostering, ensuring participant & operational requirements are met;
- Interpret NDIS plans and set SMART goals within individual participant plans;
- Identify & Implement system improvements;
- High level of interpersonal skills including the ability to develop and maintain positive relationships with participants, across service providers, and with various stakeholders;
- Contribute to the collection and entry of supporting evidence as required for Government funding, ensure administrative compliance is kept and completed in a timely manner;
- Plan, schedule and conduct individual and/or group meetings for potential or existing participants and/or their parents/carers to engage in Flagstaff supports;
- As required, work rostered shifts in the Illawarra or Shoalhaven, and with different starting and finishing times and which may include weekends and/or public holidays;
- Provide quality advice and guidance in relation to the timely provision of support, NDIS related evidence recording and Flagstaff processes;
- Ability to manage the performance of staff, document, development and provide effective feedback and development opportunities;
- Exercise sound judgment and provision of timely advice to internal and external stakeholders;
- Coordinate and oversee the work of Team Leaders and staff engaged at a lower level;

WORK HEALTH & SAFETY

- Comply with all WHS Legislation and any Flagstaff specific Policies, Procedures, practices, training and directions;
- Comply with safety directions, maintain safe work conditions and use safe work practices at all times;
- Attend training courses as required;
- Correctly wear any required PPE at all times;
- Immediately report all incidents, accidents, defective equipment, actual & potential hazards and unsafe work practices;
-

SELECTION CRITERIA

- ✓ Eligible to immediately work in Australia without sponsorship;
- ✓ Able to provide (on commencement and at mandated intervals) a National Police Criminal History check no more than 12 months old and a current Working with Children check and be willing to sign a Working with Children declaration and NDIS Worker Clearance;
- ✓ Able to provide evidence (i.e. a certificate of completion) of completion of the National Disability Insurance Scheme (NDIS) online worker orientation module 'Quality, Safety and You', 'Supporting Effective Communication' and 'Supporting Safe and enjoyable meals'
- ✓ Tertiary qualifications relevant to the role – Community Sector, Training & Assessment or 2 years demonstrated industry experience;

Role:	Service Lead	Date Approved:	1 June 2026	Page 3 of 4
Approved by:	Senior Manager NDIS Supports & Services			

- ✓ Good communication skills with the ability to confidently interact with anyone regardless of their role and/or social standing;
- ✓ Demonstrated ability to quickly learn systems & processes and have a thorough knowledge of a range of Microsoft products;
- ✓ Have a high level of accuracy and attention to detail;
- ✓ Hold a Senior First Aid Certificate (or capacity and willingness to obtain the qualification), and the capacity and willingness to act as a workplace first aid officer where requested and in receipt of the relevant Flagstaff allowance;
- ✓ Current NSW Drivers Licence (note that preferred applicants for the role may be requested to provide evidence of their driving record);
- ✓ Although unlikely to be required in this role, applicants should have the ability & willingness to work rostered shifts which may include weekends and/or public holidays;

Note: *This position may, after due consultation, be revised and amended from time to time in accordance with the needs of Flagstaff.*

ACKNOWLEDGEMENT & ACCEPTANCE OF POSITION:

By signing this document, you:

- [a] Acknowledge that you have read and understand every page of this document and confirm that you already have the pre-requisite qualifications, skills and/or knowledge to meet the 'Position Objectives', 'Responsibilities & Accountabilities' and 'Selection Criteria' for this role as outlined in this document.
- [b] Accept to carry out the role and confirm that you are not aware of any personal or external circumstance that would prevent you from meeting the 'Responsibilities & Accountabilities' as outlined in this document.
- [c] Understand that Flagstaff business divisions have mandatory shut periods (for example the Christmas period) and you may be required to take leave during that period and where no other form of leave entitlement is accrued, such leave may be unpaid.

Print Name: _____ **Dated:** ____ / ____ / ____

Signature: _____