

Position Description

Position Title	NDIS Engagement Support Officer
Position Number	TBA
Type of Employment	Fixed Term Position (two positions available)
EFT	1.0
Status	Fixed Term – 12 months
Division	People and Corporate
Unit and Team	Client Access / Intake
Enterprise Agreement and Classification	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026 Grade 2
Reports To	Team Leader Intake
Primary Location All staff are required to travel between sites	Timins Street, Sunbury

Omnia Community Health is a unified, not-for-profit community health organisation established through the merger of Sunbury and Cobaw Community Health and Nexus Primary Health on 1 January 2026. We are committed to enhancing access to safe, high-quality, and sustainable health and community services across the Hume, Macedon Ranges, Mitchell, Murrindindi and Strathbogie local government areas.

We bring together deep community connections, shared values, and specialist expertise to deliver a broad range of services, including general practice, allied health, disability support, mental health, early childhood and family services, aged care, and community wellbeing. Services are provided from sites in Broadford, Kinglake, Kyneton, Romsey, Seymour, Sunbury and Wallan, with outreach into surrounding communities.

Grounded in the social model of health, our multidisciplinary teams recognise the impact of social, economic, cultural and political factors on health and wellbeing. We work in partnership with individuals, families and communities to deliver person-centred, inclusive and culturally safe care.

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Scheduled Review: December 2026	Version No. 2.4

All employees contribute to our shared purpose by:

- Supporting community and individual health through health promotion, prevention, early intervention and place-based consultation
- Delivering care and services that reflect the diverse lived experiences of our clients, and
- Collaborating across teams to drive innovation, equity and continuous improvement.

Omnia Community Health is an equal opportunity employer and a health-promoting workplace, committed to building a diverse workforce and inclusive culture. We welcome applications from people of all cultural backgrounds, Aboriginal and Torres Strait Islander peoples, people with disabilities, those from the LGBTIQA+ community, and other underrepresented groups.

We are committed to the safety and wellbeing of children and vulnerable people and uphold a shared responsibility in the prevention of and response to family violence. All employees are required to meet relevant compliance and screening obligations as part of their employment.

Our Values



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Division, Unit and Team

This position sits within the Client Access Unit of the People and Corporate Division, which is responsible for delivering high-quality, client-centred services across corporate functions that include, Quality, Safety and Compliance, People and Culture and Client Access.

The Client Access Unit consists of three teams, Reception, Intake and NDIS Intake, that work closely together to ensure timely access for all clients through the efficient and effective delivery of high-quality entry point client services. The NDIS Intake Team works seamlessly with the service delivery teams to collaboratively ensure that clients seeking an appointment for a service receive a professional, inclusive, timely and responsive experience to a referral or request for a service.

The NDIS Intake team works collaboratively to deliver integrated care aligned to the social model of health, ensuring clients receive the right support at the right time, in the right setting. The team operates across multiple sites and responds closely with other services, agencies and community groups to achieve shared outcomes for the people we serve.

Position Overview

The NDIS Engagement Officer supports client registration, appointment scheduling and data entry. The role plays a key part in ensuring accurate client records, efficient service access, and a positive first experience for clients engaging with the organisation.

Duties and Responsibilities

- Provide an efficient, timely and courteous response to all NDIS enquiries and incoming referrals in accordance with established procedures to achieve efficiency and deliver an exceptional client experience.
- Provide clients with accurate and timely information regarding Omnia Community Health's NDIS services.
- Act as a key contact point for clients from initial engagement through to service access.
- Support clients, as required, through the process of identifying appropriate services, signing a Service Agreement, and allocating service hours.
- Register and maintain up-to-date client records in TrakCare and other systems in accordance with client record keeping requirements.
- Support NDIS Intake processes through other administrative duties as required.
- Build collaborative relationships with internal teams and external stakeholders.
- Participate in meetings, training and professional development activities
- Other duties as required to support client access and facilitate accuracy and efficiency of business systems.

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Key Selection Criteria

Essential

1. Demonstrated commitment to the principles of community health and the social model of health, including the ability to work in partnership with individuals, families and communities to address the social, cultural, economic and environmental factors that influence health and wellbeing.
2. Demonstrated understanding of and commitment to delivering services that are person-centred, inclusive and responsive to the diverse needs, backgrounds and lived experiences of clients, including Aboriginal and Torres Strait Islander peoples, people with disabilities, LGBTIQ+ communities, and culturally and linguistically diverse populations.
3. Demonstrated knowledge of the National Disability Insurance Scheme (NDIS), including the ability to accurately interpret approved supports within participant plans and understand the different plan management types (NDIA-managed, Plan Managed, and Self-Managed).
4. Proven ability to navigate and apply the NDIS Pricing Arrangements and Price Limits to identify appropriate support items, calculate service costs, and ensure compliance with NDIS funding requirements.
5. Experience in developing, preparing, and maintaining Service Agreements and Schedules of Support that clearly outline service delivery arrangements, participant responsibilities, and funding allocations.
6. Strong attention to detail and accuracy when reviewing participant information, funding supports, and service documentation to ensure compliance with organisational and NDIS requirements.
7. Well-developed communication and interpersonal skills, with the ability to effectively liaise with participants, families, support coordinators, and internal stakeholders to facilitate service commencement and ongoing support delivery.
8. Demonstrated organisational and time management skills, with the ability to manage competing priorities, meet deadlines, and work efficiently in a fast-paced environment.
9. Proven ability to work effectively as part of a multidisciplinary team, contributing to a positive team culture, sharing knowledge and support collective approaches to client care, service planning or organisational development.

Desirable

10. Experience working in a community health setting.

Qualifications and Registration

(Desirable)

- Certificate III or IV in Disability, Certificate IV in Ageing Support, Diploma of Community Services, Certificate III in Individual Support or similar relevant qualification.
- Relevant career experience and/or lived experience in navigating service systems
- Experience using TrakCare (preferred)

(Essential)

- Must hold current National Criminal History Check, NDIS Worker Screening check and valid Working with Children Check
- Must hold current Victorian Driver's Licence.

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Acknowledgement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with my Contract of Employment and agree to abide by the terms and conditions stipulated therein.

Name Please print

Signature Incumbent

Date