

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Senior Employment Support Planner
<b>LOCATION:</b>	Various
<b>REPORTING TO:</b>	Business Manager
<b>DEPARTMENT:</b>	NDIS

### PURPOSE STATEMENT

A commitment to achieving valuable outcomes for SLES/ NDIS clients through collaborative and effective working relationships with clients, their families and carers, external stakeholders and co-workers. This role requires flexibility to deliver high quality supports that meet the needs and goals of NDIS clients, either on a one to one basis or in small groups. The role is conditional on the continuation of funding through NDIS funding.

### OUR PURPOSE

- Connecting to their community through participation in paid work
- Engaging in social and lifestyle activities to enhance involvement in the community
- Working with young school leavers with a disability to take part in work or training post school
- Creating strong partnerships with community, industry and government to promote disability employment
- Investing in social enterprise opportunities.

### OUR VALUES

- Integrity
- Empowering Individuals
- Build Open and Honest Relationships through Positive Communication
- Embrace and Drive Change
- Compassion

### REPORTING

This position reports to the Business Manager

### KEY RESPONSIBILITIES

- Building collaborative client partnerships through providing ongoing coaching, mentoring and advice;
- Responding to and managing a wide range of client needs, providing access to additional support/services as required to those with specific and complex needs;
- Implementation of strategies to support and guide clients to achieve their goals;
- Planning and facilitation of meaningful and capacity building activities and supports;
- Supporting and actively encouraging client's participation in decision making about their supports and goals;
- Identifying and developing client capability to facilitate appropriate referrals for job vacancies and referrals to the Disability Employment Services program;

- Providing on-site assessment and ongoing support/training to achieve customer's needs and requirements;
- Effectively and accurately updating all client and employer related databases/systems;
- Timely completion of administration tasks and adherence to BUSY Ability's NDIS processes;
- Participating actively in local networks and promoting the services of BUSY Ability;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation;
- Support other Employment Support Planners in the daily operations of their role (client progression, case conferencing, communication with Parents, Carers and Support Coordinators);
- Organize servicing schedule (in conjunction with BM/AM if required);
- Attract and allocate new NDIS customers building strong community relations;
- Negotiate new Service Agreements with the Employment Support Planners and monitor currency and accuracy;
- Assure all compliance requirements are met;
- Develop material to be used in the delivery of the service;
- Help with on boarding and training of new staff.

#### **CORE COMPETENCIES**

- Ability to align to the Company's Strategy, Purpose and Vision;
- High level of verbal and written communication skills;
- High level of computer literacy and knowledge of information systems;
- Highly developed team engagement skills capabilities.

#### **ESSENTIAL CRITERIA**

- Proven skills in building collaborative client partnerships through ongoing coaching, mentoring, support and effective case management;
- Ability to implement strategies to support clients to achieve their goals;
- Ability to establish effective and professional working relationships with clients, families and external stakeholders;
- Willingness and ability to work as part of a team and also autonomously, to prioritise workloads and manage own stress levels;
- Knowledge of and commitment to quality assurance and continual improvement;
- Ability to identify and report WHS, EEO, quality management and risk management issues;
- Full driver's licence and willingness to travel when required.

#### **DESIRABLE CRITERIA**

- Experience in or knowledge of SLES support/Disability Employment Services and/or working in post school programs;
- Knowledge of, or ability to acquire detailed knowledge of relevant industry standards and practices;



**ORGANISATIONAL RELATIONSHIPS**

- Relationships: Close collaboration and liaison with internal staff, candidates, employers, and community organisations.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_