

Position Title	NDIS Program Officer
Portfolio	Student Experience
Division	Disability Support
Department/Cost Centre	Disability Support 05140
Classification	Specialist Staff Level 4
Position Number/s	102503
Reporting to	Manager – Disability Services
Supervises	SWDS Disability Support Workers

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none.

Our campuses are located throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

Our **Ambition** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Division of Disability Support encompasses South West Disability Services (SWDS) as a subsidiary of South West TAFE across all South West TAFE Campuses.

The Division supports students whom identify as having a disability, mental health and/or medical condition. Holistically working to promote equity and inclusion during a student’s educational journey with South West TAFE.

South West Disability Services is registered to deliver services through the National Disability Insurance Scheme. SWDS has a strong team that supports members of the South West community through a person-centred approach to empower and provide supports that meet their individual aspirations.

Position Overview (Your Opportunity)

NDIS Program Officers are an integral link in the delivery of South West Disability Services (SWDS) person centred Programs and Support.

The ambition of the NDIS Program Officer is to develop and Implement quality NDIS program opportunities for participants that align to their individuals goals, while developing strong connections with the participants/families/carers and internal and external stakeholders.

NDIS Program Officers provide leadership and guidance to Disability Support Workers supporting in programs, demonstrate industry knowledge in care and program implementation that align to best practice. This position encompasses all facets of Disability Support and program enquiry, delivery and outcomes.

This position will enable you to work within a supportive team of industry lead Disability Workers whilst being part of a leading training organisation.

As a member of the team you will be involved in a range of course and program coordination activities which support the effective operation of the Disability Support Division and the achievements of goal outcomes for participants.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

Your Position

- Work closely with NDIS Officer to coordinate person centred planning with participants to maximise their funding allocations in accordance with departmental guidelines and funding bodies
- Support the professional supervision of Disability Support Workers in daily operations in NDIS programs including but not limited to, program design, information sharing, support, rostering and induction.
- Provide Support to participants that meet their individual Support requirements while championing best practice for Disability Support Workers
- Monitor the Customer Relationship Management System (CRM) utilised by SWTAFE to ensure compliance with departmental requirements and key funding bodies
- Creatively establish programs tailored to individual goals and aspirations participants
- Oversee and monitor daily operations including but not limited to funding allocations, daily activity sign off, goal progress, daily case notes, incident reports, individual profile development and amendments
- Liaise with participants, internal and external stakeholders in the development and implementation of supports to people with disabilities and/or mental health concerns accessing SWTAFE NDIS Programs
- Ensure sufficient materials and resources are available to staff for the effective and efficient delivery of programs by consulting with staff regarding specific requirements
- Coordinate a program budget to ensure program costs are achieved and represent value for money
- Maintain a polite and considerate approach when dealing with all participants, staff, customers and community members
- Facilitate and attend internal and external meetings as required
- Contribute to compliance, planning and policy development, preparing reports, individualised summaries, statistics and other relevant information as required
- Ensure cooperative relationships are developed and maintained with participants and their guardians/families

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Knowledge of the Disability Sector inclusive of best practice care, funding streams, compliance and reporting models
- Understanding of relevant Disability Standards and their relevance to service delivery
- Proven ability to work effectively with people with disabilities and their families/care networks
- Knowledge and ability to maintain program based budgets
- Relevant experience in guiding a team of professional staff within daily duties
- Ability to liaise with internal and external stakeholders
- Ability to identify and promote opportunities of continuous improvement
- Demonstrate flexibility in a changing environment & maintaining a detail focus
- Promotes and champions as a team player who achieves goals whilst utilising an organised and methodical approach to work

Qualifications and Requirements

Mandatory requirements

- Completion of a certificate in Disability or related field with relevant work experience or a suitable combination of lesser formal qualifications with significant relevant experience in disability or similar field
- Variations of the above point will be considered
- Employee Victorian Working with Children and satisfactory Police Check
- Current Victorian Driver's license
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- Cleared check against the DHHS operated Disability Worker Exclusion Scheme

Highly desirable requirements

- Capacity to use Microsoft Office products and relevant industry software and programs
- Experience in developing and delivering goal orientated programs

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2021
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position.
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		