

POSITION DESCRIPTION

<u>Position Title:</u>	Manager, Relationships and Onboarding
<u>Classification:</u>	Social and Community Services Employee – Level 5
<u>Department/Program:</u>	Services and Development
<u>Report to:</u>	Head of Services and Development
<u>Location:</u>	67 Sutherland Road, Armadale
<u>Issued:</u>	December 2024

POSITION OBJECTIVE

The Manager, Relationships and Onboarding is an integral role within the organisation and will be the first point of contact for participants, their nominee / family and external stakeholders. They will have primary responsibility for generating new relationships and supporting participants and their nominee / family to understand the service options available at Inclusion Melbourne. This will involve enabling the selection of services to meet enquiry needs and facilitation of participant's commencement with the relevant services and departments. This will also include marketing and promotion of Inclusion Melbourne services.

This role will involve directly connecting with families via phone, email or face-face at Inclusion Melbourne sites, or in the community. The Manager, Relationships and Onboarding will be required to work closely with all internal departments, and Inclusion Melbourne's RTO, requiring exceptional internal stakeholder management, communication and collaboration. The Manager, Relationships and Onboarding will be responsible for maintaining efficient, accurate, and timely data entry, system management, and documentation and meeting organisational KPIs.

Our Values

Integrity

"To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

"The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

"A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

"A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA – Inquiry

Key Responsibilities	Duties
Ensure participant and other service enquiries are assessed and actioned promptly and eligible participants transitioned to intake seamlessly.	<ul style="list-style-type: none"> • Process enquiries and referrals within the established intake framework, and contact the participant within 24 hours of initial contact • Monitor NDIS referrals, and emails via the intake planner, and process within 24 hours. • Provide clear and accurate information to prospective participants, including information packs as required. • Clearly articulate the benefits of respective service options • Ensure eligibility and compatibility with Inclusion Melbourne services. • Maintain intake processes, which document and track participant services requested, funding, organisational capacity, and any wait times if relevant. • Liaise with relevant internal stakeholders to determine service availability • Maintain and manage wait list and contact participants as capacity becomes available. • Use initiative to ensure appropriate communication is maintained with prospective participants throughout the intake process.

KEY RESULT AREA - Intake

Key Responsibilities	Duties
Successfully support Inclusion Melbourne's services areas, and leadership to select and allocate relevant funding from their plan and document via service agreement	<ul style="list-style-type: none"> • Conduct Intake interview with Participant, and establish service details with participant including: <ul style="list-style-type: none"> ○ Type of support /Department ○ Category and line-item support will be charged to ○ Hours of support o Duration and frequency of supports • Ensure that completed service agreements are signed by the participant / their representative in a timely manner
Ensure all required information is collected, kept current and correctly located within Inclusion Melbourne systems and support a smooth transition to subsequent plans and services	<ul style="list-style-type: none"> • Complete all intake fields / assessments in Brevity. • Obtain and upload relevant reports into Brevity. • Ensure all relevant documentation is promptly entered into Brevity. • Ensure payment agreements are in place for participants who are self / plan managed. • Where required support Team Leaders, Managers and Service departments by providing information in an accurate and timely manner. • Support departments with administration, ensuring Brevity is up to date and accurate to prepare a smooth transition to subsequent plans and services. • Revise and update information on Brevity, including exits from departments or services. • Ensure departments are collectively informed of participant service changes that may affect them.

KEY RESULT AREA – Business Development and Stakeholder Engagement

Key Responsibilities	Duties
Develops relationship opportunities for continued growth of direct services for Inclusion Melbourne. Actively builds relationships and	<ul style="list-style-type: none"> • Liaise with key internal stakeholders to understand business needs and growth opportunities • Identify and generate interest through appropriate channels, groups etc • Meet, engage and onboard new relationships across Inclusion Melbourne services • Target development opportunities to support organisational goals and budgets

contributes to the development and refinement of service model through external stakeholder engagement	<ul style="list-style-type: none"> • Act as the conduit between the external client and IM • Drive relationship growth across all departments • Complete and provide data reports to supervisor including commencements, exits, trends and customer feedback. • Visit services, schools, attend expos and support marketing and promotion of Inclusion Melbourne services. • Maintain current knowledge of NDIS that can affect Inclusion Melbourne's service delivery. • Help support marketing and media projects through liaising with nominated external stakeholders as directed by the CEO
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KEY RESULT AREA – Our Team

Key Responsibilities	Duties
Staff Engagement	<ul style="list-style-type: none"> • Participate in regular supervision and performance reviews. • Contribution to the recognition of opportunities for process improvement, and to propose and subsequently implement approved changes to process.
Teamwork	<ul style="list-style-type: none"> • Attend and participate in relevant meetings. • Contribute to the development of the team ensuring communication is positive and effective. • Model high standards of teamwork. • Openly support and respect diversity within the team • Works with team members to assist in planning and achievement of timelines, goals and outcomes. • Proactively supports other team members.

KEY RESULT AREA – Customer Service

Key Responsibilities	Duties
Values of Inclusion Melbourne are incorporated into daily work practices.	<ul style="list-style-type: none"> • Demonstrates and upholds IM Values • Values are considered in all interactions, especially those when acting as a representative of IM
Excellent customer service to all stakeholders.	<ul style="list-style-type: none"> • Models & provide excellent customer service to all stakeholders. • Feedback from stakeholders is complimentary. • Able to articulate a comprehensive knowledge of all aspects of Inclusion Melbourne's services. • Represent Inclusion Melbourne at regional and metro networks and forums, as relevant.
Positive customer feedback.	<ul style="list-style-type: none"> • Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.
All communications are positive and effective.	<ul style="list-style-type: none"> • Ensure effective communications with all stakeholders.

Key Result Area – Health and Safety

Key Responsibilities	Duties
Maintain and monitor a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> • Ability to assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and the ability to implement risk mitigation strategies.
Maintain and promote a workplace free from discrimination and harassment of any kind.	<ul style="list-style-type: none"> • Act in a way that upholds the IM values and does not lead to discrimination and or harassment. • Follow organisational grievance procedure to report any discriminatory or harassing behaviour.
Training and Development	<ul style="list-style-type: none"> • Attends relevant training • Demonstrates positive initiative and takes opportunities to increase skills • Active participation in supervision meetings • Feedback is accepted in an open and receptive manner.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Head of Services and Development
Supervision:	N/A
Internal Liaisons:	CEO and all internal stakeholders
External Liaisons:	People we support and their families National Disability Insurance Agency Non-government organisations External service providers Specialist agencies and services Members of the public Contracted professionals

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

Accountable for the intake of participants, general service enquiries, business development and supporting the delivery of high-quality person-centred services to participants including: -

- Facilitating seamless engagement and implementation of services and supports.
- Supporting departments through each stage of service re engagement.
- Professionally representing Inclusion Melbourne through marketing and business development.

This will be achieved through: -

- Adhering to Intake systems and processes.
- Setting priorities and monitoring workflow.
- Monitoring participant enquiry, intake and re engagement data.
- Representing Inclusion Melbourne and promoting service options and business opportunities at relevant events.
- Effective and efficient communications with all stakeholders.

EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING:

To achieve the duties and responsibilities of the position, the Manager, Business Development and Intake is expected to: -

- Have freedom to act within defined established practices;
- undertake a variety of tasks of a specialised and/or detailed nature under general direction; with support, establish priorities and monitor workflow in areas of responsibility
- use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem-solving skills and discuss with supervisor
- not commit the organisation to any obligations beyond the scope of the duties
- alert management of any potential issue or crisis.

KEY SELECTION CRITERIA

Essential

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisation's strategic directions
- Exceptional ability to articulate service offerings and support participants to understand the benefits of Inclusion Melbourne service offerings

- Sound knowledge of NDIS, including the price guide and reading NDIS plans
- An appropriate tertiary qualification or other formal qualifications or work experience related to inclusive person-centred service design and delivery
- An appropriate tertiary qualification or other formal qualifications or work experience related to marketing, communications or media work
- Demonstrated ability relating to external stakeholder engagement and business development growth, including achievement of KPIs
- Proven teamwork skills and the ability to work both collaboratively and independently
- Exceptional Microsoft Office skills and ability to competently use a client relationship database
- Exceptional interpersonal skills with colleagues and all stakeholders
- Sound written and oral communication skills, including the ability to communicate effectively with a range of stakeholders
- Current Victorian Driver's License and access to vehicle

Desirable

- Excellent interpersonal skills and demonstrated success in working effectively with a diverse range of people

NDIS Worker Screening Check

Previous experience with Intake systems within the disability sector **NDIS Worker Screening Check**

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk-assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.

Employee Declaration

I have read, understand and accept this position description, and agree to fulfil the requirements of this role to the best of my ability. I understand that the position description may be modified from time to time to suit organisational requirements.

I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver license status (if applicable)
- NDIS worker screening check

Compliance with Inclusion Melbourne's Vaccination Policy. The capacity to fulfil the inherent requirements of the role.

Employee's Name:

Employee's Signature

Date: / /