

POSITION DESCRIPTION

<u>Position Title:</u>	NDIS Services Officer
<u>Classification:</u>	Social and Community Services Employee – Level 2
<u>Employment Status:</u>	Part-time (across 5 days)
<u>Department/Program:</u>	Administration
<u>Report to:</u>	Manager, Direct Support
<u>Location:</u>	Level 1, 2-6 Railway parade Camberwell
<u>Issued:</u>	September 2025

POSITION OBJECTIVE

The NDIS Services Officer plays a vital role in supporting the efficient delivery of high-quality disability services by providing administrative assistance across service teams and coordinating day-to-day changes with staff rostering. This role ensures that direct support workers are effectively scheduled in alignment with client needs, while also supporting the broader service delivery team with day-to-day administrative functions.

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 - Daily Rostering

Key Responsibilities	Duties
Provide responsive support to maintain daily rosters, ensuring clients receive their services, and staff coverage is effectively maintained.	<ul style="list-style-type: none"> Action daily roster changes due to staff absences, cancellations, or urgent client needs. Contact staff to confirm availability and reassign shifts as required. Update the CRM with changes efficiently, ensuring data accuracy. Communicate confirmed changes to relevant team members and clients where appropriate.
Liaise with the Manager, Direct Support regarding staffing gaps and unassigned shifts.	<ul style="list-style-type: none"> Record changes in staffing gaps. Follow up on unassigned shifts in advance. Monitor and escalate any issues related to continuity of care.
Ensure rostering is in alignment with SCHADS and updated legislation.	<ul style="list-style-type: none"> Ensure rosters are updated 2 weeks in advances. Unallocated shifts to be sent to all staff to maximise workforce capacity.

KEY RESULT AREA – Administrative Support

Key Responsibilities	Duties
Ensure all documentation and systems are up to date and accurate.	<ul style="list-style-type: none"> Filing systems are well organised and maintained. All sensitive/confidential information is managed with integrity. Enter service delivery data into relevant systems
Assist the services teams with a wide range of administrative functions.	<ul style="list-style-type: none"> Maintain accurate file entries on participant plans and staff documentation Undertake filing, printing, scanning and preparation of reports as required.
Support the orientation of new staff in the rostering system.	<ul style="list-style-type: none"> Support with adding employees and volunteers to Brevity when onboarded.
Document all participant and DSP concerns and escalate promptly.	<ul style="list-style-type: none"> Maintain accurate logs of client feedback, incidents and communications in the DSP comms log, as well as any changes to be reflected in the participants support plan.

KEY RESULT AREA – Customer Service & Staff Support

Key Responsibilities	Duties
Ensure timely provision of relevant information to direct	

support professionals and families.	<ul style="list-style-type: none"> • Advise staff of shift changes, roster updates and available shifts. • Notify participants and families of service changes in a respectful and timely manner. • Ensure DSPs receive any relevant information, including documents prior to meeting a new participant.
Provide accurate and courteous responses to enquiries.	<ul style="list-style-type: none"> • All enquiries followed up and actioned in a timely manner.

KEY RESULT AREA - Organisation/Our Team

Key Responsibilities	Duties
Values of Inclusion Melbourne are incorporated into daily work practices.	<ul style="list-style-type: none"> • Demonstrates and upholds IM Values
Excellent customer service to all stakeholders.	<ul style="list-style-type: none"> • Customer Service (internal & external) skills are demonstrated in all interactions.
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. • Commitment to open communication.
Staff engagement	<ul style="list-style-type: none"> • Utilise skills and experience to complete the role effectively • Show initiative by engaging in work proactively and across the organisation
Occupational Health & Safety	<ul style="list-style-type: none"> • Assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and implements risk mitigation strategies. • Maintain and promote a workplace free from discrimination and harassment of any kind and follow the organisational grievance procedure to report any discriminatory or harassing behaviour.
Teamwork	<ul style="list-style-type: none"> • Attends and participates in relevant meetings • Contributes to the development of the administration team ensuring communication is positive and effective • Sets and keeps high standards of teamwork • Openly supports and respects diversity within the

	team <ul style="list-style-type: none"> Proactively supports other team members.
--	---

ORGANISATIONAL RELATIONSHIPS

- Reports to:** Manager, Direct Support
- Supervision:** N/A
- Internal Liaisons:** *Direct Support Team*
Community Support Team
Support Coordination Team
Education and Training Team
Administration Team
Finance Team
Human Resources
Manager Onboarding and Relationships
CEO
- External Liaisons:** **People we support and their families**

SKILLS, KNOWLEDGE, EXPERIENCE

- Strong administrative, scheduling and data entry skills.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook)
- High level written and verbal communication skills
- Strong time management and ability to prioritise tasks
- Effective customer service skills
- Ability to manage sensitive information.

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

- Works under general direction
- Accountable for ensuring accuracy and timeliness of day-to-day rostering adjustments.
- Responsible for delivering administrative services to high standards.
- Required to escalate complex rostering issues, client risk matters and service disruptions.
- Solutions to problems may require the exercise of limited judgement with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.
- Work outcomes are monitored.
- Freedom to act within defined established practice.

KEY SELECTION CRITERIA

Essential:

- Excellent customer service and interpersonal skills, with the ability to respond sensitively and professionally to people with diverse needs.
- Strong time management and multitasking skills, with the ability to meet tight deadlines and manage competing demands.
- Competency in using Microsoft Office and rostering or CRM systems.
- Understanding of confidentiality, privacy, and professional conduct in a support services setting.

- A genuine interest, and commitment to Inclusion Melbourne’s vision, mission and values

Desirable:

- Demonstrated experience, understanding & commitment to working with people who have a disability
- Understanding of people with a disability and issues associated with the not-for-profit sector
- Experience and ability to work with volunteers and community members
- Knowledge, understanding and acceptance of the purpose of the organisation.

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.

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: / /