



Position Description

APS 6 Planner Team Leader

Classification:	APS 6
Direct Reports:	APS 4/5 Planners
Reports to:	Assistant Director – Service Delivery

Position Purpose

As an APS 6 Planner Team Leader, you will:

- Supervise a team of APS4/5 Planners and Business Support Officers in an environment driven and measured by performance targets.
- Work closely with participants to identify what current and future supports are required to make progress with a person's goals and aspirations and enable better outcomes.
- Complete plans for NDIS participants.
- Participate as an integral part of the NDIA's internal quality assurance framework.

As an APS 6 you may lead, coach and share your expertise and technical knowledge with your peers and the broader site team and across the agency. At this level you will think laterally, be innovative and contribute to business improvement strategies, seeking to identify world leading practices in the area of disability support. In smaller sites, you may be the senior on-site officer on a day to day basis for a site in conjunction with the broader site leadership team

You may handle complex and sensitive conversations where many factors need to be balanced, to understand how disability impacts on daily living, assess support needs where necessary, and identify when the individual would benefit from early intervention.

Duties

Responsibilities include:

- Provide supervision and leadership as a team leader to achieve outcomes for Scheme participants in line with operational requirements.
- Promote a supportive and positive working environment.
- Promote workplace practices consistent with agency policy and in accordance with Australian Public Service values and leadership behaviours.
- Conduct planning conversations and risk assessments and make reasonable and necessary decisions in accordance with the NDIS Act 2013.
- Provide participants and representatives with information and support to identify their goals and aspirations.
- Work with participants and their carers to identify options to achieve their plan outcomes drawing on informal, mainstream and community supports as well as reasonable and necessary supports to be funded by the NDIS.
- Liaise and work cooperatively with stakeholders including providers to ensure successful

implementation of the plan.

- Undertake plan reviews.
- Represent the Agency and contribute to building inclusive communities through partnership and collaboration with individuals and families/carers, local organisations and the broader community.
- Undertake quality reviews in relation to internal quality assurance and continuous improvement processes.
- Ensure high quality record keeping including competency with IT systems.

Skills and Personal Attributes

Contemporary attitude to disability

- Positive contemporary attitudes to people with disability.
- Understanding and knowledge of disability and its impact on individuals.
- Experience with supporting people with a disability to maximise participation in community.

Systems

- Competency, or ability to develop competency, in consistently applying assessment tools to identify support needs.
- Competency with IT systems.

Communication

- Adaptable communication and interpersonal skills.
- Experience in building relationships both with internal and external stakeholders.
- Able to engage in negotiation if dealing with external providers.

Collaboration

- Ability to work within the team and adapt quickly to a changing environment.
- Ability to work closely with the participant and their carer/s.

Service Orientation

- Commitment to achieving positive outcomes for NDIS participants and the Scheme.
- Ability to respond to and prioritise competing and often urgent requests in a calm and efficient manner while also maintaining high work standards and accuracy.
- Ability to manage confidential and sensitive information.
- Ability to synthesise and analyse information and make decisions.
- Judgment and decision making within delegated limits in relation to accountability of funds and interactions with individuals and communities.

Leadership

- Ability to provide a mentor role within the team.

Main Relationships

- Director, Service Delivery/Assistant Director, Service Delivery.
- Team members.
- NDIA participants and their families/carers.
- NDIA internal stakeholders.
- Key community groups, local providers and other external stakeholders.

Essential

- Leadership and management experience supervising a team of staff.

Desirable

- It is highly desirable that applicants have an understanding of or lived experience in disability.
- Relevant qualifications in human services, allied health, disability is desirable.

Entry Level checks will be required for all successful candidates and dependent on the role the appropriate working with children and/or vulnerable people checks may need to be undertaken as per State Legislation.