



APS6 Support Needs Assessor Position Description

Table 1: Primary details of position

Heading	Details
Job title	NDIA APS6 Support Needs Assessor
Classification	APS6
Location	National (Geographically dispersed across all Service Delivery locations)
Reports to	To be determined



Why your role matters:

- You make assessment processes high-quality, accessible and respectful by communicating clearly with participants, using trauma-informed and culturally safe approaches so people understand the process and feel heard.
- You turn complex information into clear and consistent assessments that reflect a participant's needs and circumstances, while critically evaluating evidence to uphold safeguarding, integrity and ethical practices.
- You collaborate across teams and systems to ensure assessments consider relevant interfaces and support coordinated, high-quality, inclusive and person-centred outcomes.



Duties and responsibilities

- Conducting support needs assessments by gathering information from participants and their representatives.
- Analysing and synthesising information, interpreting and validating external evidence, and seeking further information if required to inform evidence-based decisions regarding a participant's support needs.
- Preparation of clear and accurate written assessment reports.
- Applying policies and procedures using sound judgement, while maintaining a participant-centred approach.
- Communicating respectfully and clearly with participants, families, representatives and support networks, including explaining assessment processes and outcomes through both virtual and face-to-face channels.
- Identifying and escalating issues based on complexity, risk or policy limitations, ensuring appropriate and timely resolution.
- Identify and managing conflict of interest.
- Collaborating with colleagues across the NDIA to support the planning process while contributing to service improvements.
- Using digital tools to capture information and outcomes while managing information accurately and securely.
- Demonstrating flexibility in delivering assessments across a range of settings, adapting methods to suit individual participant needs and preferences.
- Contributing to a culture of learning and growth by providing mentoring and support to team members.

Note: Key responsibilities of the role are based on current priorities and may change over time.



Skills required for the position

- **Communication and Stakeholder Engagement:** Communicates complex and/or sensitive information clearly. Adapts communication style to suit diverse audiences and influence stakeholders, understands stakeholder priorities to support participant-focused outcomes.
- **Assessment and Interviewing Skills:** Uses professional expertise to gather, analyse and interpret information through guided conversations and assessment methods. Provides clear, evidence-based recommendations to inform planning and service delivery.
- **Decision-Making and Strategic Thinking:** Applies sound judgement and risk management principles to make defensible, evidence-based decisions, solve complex problems and improve service quality through continuous improvement. Communicates rationale clearly to ensure transparency and understanding.
- **Inclusive, Accessible and Person-Centred Practice:** Demonstrates commitment to inclusive, accessible and culturally safe practice. Actively contributes to creating an inclusive workplace where people feel respected and valued. Applies cultural awareness and person-centred approaches to ensure people feel respected, heard and supported, and actively removes barriers to participation.
- **Professionalism:** Consistently demonstrates organisational values and ethical standards. Acts with integrity and impartiality, setting a positive example through professional behaviour.
- **Trauma-Informed Practice:** Applies trauma-informed principles in interactions, particularly in complex or high-impact situations. Creates a psychologically and culturally safe environment and responds with empathy and respect.
- **Adaptability:** Adapts effectively during periods of change, coaching and mentoring others to navigate uncertainty, manage complexity, and overcome challenges.
- **Knowledge and Assurance:** Applies advanced understanding of legislation, regulations, and policy frameworks. Ensures accuracy, compliance, and consistency in decisions by applying quality assurance practices. Reviews outcomes and guides others to maintain high standards.
- **Planning and prioritisation:** Demonstrates ability to manage competing priorities and completes work on time to meet operational requirements.



Knowledge required for the position

- **Disability Knowledge:** Applies comprehensive knowledge and experience of disability to deliver person-centred, inclusive practice and support quality outcomes.
- **Legislation and operational frameworks:** Understanding of the *NDIS Act*, Rules, and operational guidelines to inform accurate assessments and to identify matters requiring escalation or demonstrated ability to quickly acquire knowledge of relevant legislative frameworks.
- **Support Needs Assessment and planning processes:** Knowledge of assessment approaches, including guided conversations, and the ability to gather, analyse and synthesise participant information into clear, consistent assessments.
- **Evidence interpretation and assessment quality:** Ability to evaluate the quality, relevance and sufficiency of evidence, and to articulate assessment findings in a clear, objective and defensible manner.
- **Systems and technology:** Familiarity with customer relationship management or other digital case management and financial systems, with ability to search, interpret, and interrogate documentation and notes.
- **Privacy and confidentiality and ethical practice:** Knowledge of privacy legislation, confidentiality principles and ethical practice obligations to manage sensitive participant information appropriately.



Qualifications and/or Experience

Recognised tertiary qualification in allied health such as:

- Occupational Therapy
- Physiotherapy
- Speech Pathology
- Social Work
- Psychotherapy
- Dietetics
- Exercise Physiology
- Rehabilitation Counselling
- Counselling

Or clinicians with a tertiary qualification in a relevant health discipline:

- Registered nurses (RN)
- Enrolled nurses (EN)
- Clinicians with an Education degree
- NDIS Behaviour Support Practitioner

Experience in the administration of assessments of support need, or other relevant assessment frameworks, with a strong commitment to person-centred and strengths-based approaches.



Working conditions

- Working in a shared office environment (hot-desking), which may include background noise and general workplace conversations, and working from home or other remote locations as required.
- Scheduled and regular in-person engagement with participants, including attending NDIA office locations, subject to reasonable adjustments.
- Spending extended periods at a desk or workstation.
- Using NDIA business systems to complete work tasks and regularly performing computer-based tasks, use telephony, software applications and video conferencing tools (e.g., Microsoft Teams) for calls and meetings.
- Being comfortable working in environments where assistance animals may be present.