

# Position Description



## Position Title: Participant Liaison

### Position Purpose

This role is responsible for the management of the portfolio of participants including all aspects of their NDIS service funding. Liaising with the customer reference group (Chair) to link participants into the customer reference groups.

<b>Division:</b>	To be determined	<b>Reports to:</b> <b>Direct Reports:</b>	Participant Manager Home@Scope
<b>Internal Relationships:</b>	Participant Manager Home@Scope Administration Team	<b>External Relationships:</b>	NDIA, Participants and Families, Advocates and Support Coordinator
<b>Delegation of Authority:</b>		<b>Category:</b>	N/A
<b>Employment Contract:</b>	Permanent	<b>Award:</b>	Non-Award

<b>Scope's Purpose</b>	At Scope we create meaningful opportunities for people with disability to belong and thrive.
<b>Scopes Vision</b>	Our clients and employees are empowered to live their dreams. We influence and push boundaries delivering positive change for people with disability.
<b>Scopes Values</b>	<p><b>We celebrate people.</b> We celebrate Scope's diversity when we see every person and the contributions they make.</p> <p><b>We excel together.</b> We excel together in all that matters to our clients and colleagues.</p> <p><b>We act bravely.</b> We act and speak up for what is right.</p>

<b>Key Functions</b>	<b>Key Accountabilities, Responsibilities and Deliverables.</b>
<b>Service Provisions</b>	<p><u>Participant Experience &amp; Engagement</u></p> <ul style="list-style-type: none"> <li>Responsible for seeking regular participant feedback to ensure quality end – to- end service experience is achieved</li> <li>Accountable for setting and meeting agreed benchmarks for</li> </ul>

	<ul style="list-style-type: none"><li>participant satisfaction</li><li>• Responsible for communication and organisational relationship of their portfolio of participants, families and/or nominated external support people</li><li>• Responsible for providing the funding brief to the House Coordinator/Operations Manager to ensure appropriate information is available for service provision where appropriate</li></ul> <p><u>Participant Service Delivery</u></p> <ul style="list-style-type: none"><li>• Responsible for the development, quoting and implementation of participant plans that meet Participant needs and expectations</li><li>• Responsible for meeting the participants outcomes as determined by NDIA measures</li><li>• Responsible for timely and proactive management of all first and second tier enquiries</li><li>• Responsible for awareness and allocation to programs and relevant services</li><li>• Responsible for meeting participant requirements for accessibility</li><li>• Be the liaison point between participants and third parties (internal and external) to resolve any package/funding related issues</li><li>• Participate in planning/review meetings to assist the participant to achieve the correct funding to enhance their goals and required services</li><li>• Responsible for recording and informing management of any concerns identified</li></ul> <p><u>Participant Administration</u></p> <ul style="list-style-type: none"><li>• Accountable for ensuring that all participant information is captured, updated and maintained in the various organisational management systems</li><li>• Responsible for managing 'pending' packages including scheduling reminders to follow up previous quotes</li><li>• Responsible for implementing and monitoring all internal policies and procedures with regard to participants where applicable</li><li>• Responsible for the creation &amp; monitoring of Scopes compliance requirements for consent &amp; service agreement documentation</li><li>• Responsible for managing all contract ends and reviews for participants</li></ul> <p><u>Compliance</u></p> <ul style="list-style-type: none"><li>• Comply with Scope Policies and Procedures as applicable to your role</li><li>• Implement and communicate Scope Policies and Procedures as the relate to Participant where applicable</li><li>• Remain compliant with all mandatory training and participate in meetings as requested</li></ul>
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<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Provide leadership that supports a people management culture that is underpinned by EEO, Human Rights, builds employee resilience and inclusion and that also recognises their Duty of Care responsibilities towards participants and employees</li> <li>• Engage (where applicable) participant to actively contribute to customer reference groups</li> </ul>
<b>Financial Outcome</b>	<ul style="list-style-type: none"> <li>• Responsible for scoping and facilitation of quotes related to the participant profile of services agreements within allocated NDIS funding</li> <li>• Reporting and resolution of concerns and errors with NDIS funding for the participants</li> </ul>
<b>Growth Delivery</b>	<ul style="list-style-type: none"> <li>• Support the Participant Manager in the implementation of the Strategic Plan and contribute to the Participant Management meetings</li> <li>• Identify with the Participant Manager growth opportunities and improvement possibilities in the processes and new activities recognised</li> </ul>

<b>Selection Criteria</b>	
<b>Qualifications, Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in managing the delivery of customer support plans within a disability framework</li> <li>• Sales and marketing experience desirable particularly in areas of enquiry mgmt. and/or engagement</li> <li>• NDIS scheme funding experience</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Uphold and comply with Scope Workplace health and safety policies and procedures</li> <li>• At Scope, we are committed to the ongoing safety and wellbeing of our employees and customers. There is a focus on providing safe, high- quality services to every person we support which includes the protection and safety of children and young people and we seek to ensure that the human rights of all people with disability who use our services are upheld in accordance with the United Nations Convention on the Rights of Persons with Disabilities.</li> </ul>
<b>Customer Safeguarding</b>	<ul style="list-style-type: none"> <li>• Promote the rights and wellbeing of individuals we support so they are recognised, respected, and protected</li> <li>• Ensure that the systems, governance, structures, and processes are in place to support provision of safe, high-quality support</li> <li>• Ensure that employees follow the systems, governance, structures, and processes are in place to support provision of safe, high-quality support</li> <li>• Actively engage with employees to participate in safeguarding activities and improvement</li> <li>• Report and record any concerns or incidents</li> </ul>

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<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>• Strong Computer Literacy skills</li> <li>• Contract Management Skills</li> <li>• Financial billing and invoicing skills</li> <li>• Sales and plan management skills</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• Comfortable with working in an ambiguous environment that is experiencing rapid growth</li> <li>• Can operate effectively, even when things are not certain</li> <li>• Builds a growth mindset and resilience</li> <li>• Proven capacity to work both strategically and operationally</li> <li>• Excellent oral and written communication skills</li> <li>• Excellent collaboration, influencing and interpersonal skills with the ability to work in partnership with all level managers and staff</li> <li>• Strong problem solving and analytical skills with a demonstrated ability to critically analyse issues and develop and implement effective solutions</li> <li>• Strong influencing and negotiation skills</li> <li>• High degree of emotional intelligence</li> <li>• Demonstrated ability to build and maintain trusted and collaborative relationships through the application of discretion and personal integrity</li> </ul>
<b>Licenses and Accreditations</b>	<ul style="list-style-type: none"> <li>• Cleared NDIS clearance check</li> <li>• Current Employee Working with Children’s check</li> <li>• Must satisfy all visa requirements for working in Australia</li> <li>• Driver’s license (required for all roles where there is a requirement to travel to deliver services)</li> <li>• Current registration to practice in Australia where required</li> </ul>
<b>Other Information</b>	<p>Prior to any appointment to this position, you will be required to disclose full details of any pre-existing medical condition or injury that could be affected by employment in this position (as described in this Position Description). Completion of Pre-Existing Condition or Injury Declaration Form will need to be completed.</p>

**Authorisation:**

This Position Description has been reviewed and approved by the Acting Chief Operating Officer and is effective from 23/07/2024.