

Position Description



Leadership Enablement Specialist

Position Purpose

Reporting to the Manager, Engagement & Culture, the Leadership Enablement Specialist helps to develop and deliver the Irene Kwong Academy (the Academy), a learning program designed to uplift capability and confidence of frontline leaders, equipping them to adapt, lead and thrive in a changing NDIS and operating environment.

The role focuses on implementation and continuous improvement of the Academy, which will launch in July 2026 with regular, scheduled training sessions delivered in partnership with SMEs across the organisation to support frontline leaders grow their capability and lead their teams effectively. In addition, the role supports the mobilisation and ongoing delivery of the Change Coach secondment program, including developing the EOI and selection pipeline, launch communications, candidate shortlisting, onboarding and ongoing participant support.

As part of the role, the Leadership Enablement Specialist also coordinates the collection of feedback and the subsequent action planning for both the Irene Kwong Academy and the Change Coach secondment program, to ensure insights translate into meaningful improvements.

Division:	Chief Transformation Office	Reports to:	Manager Engagement and Culture
		Direct Reports:	N/A
Internal Relationships:	Relevant Project and Operational Teams, People Engagement Team, Change Coaches, Senior Leaders.	External Relationships:	Vendors and contractors
Delegation of Authority:	[N/A]	Category:	
Employment Contract:	Full time, permanent	Award:	Non-Award

Scope's Purpose	At Scope we create meaningful opportunities for people with disability to belong and thrive.
Scopes Vision	Our clients and employees are empowered to live their dreams. We influence and push boundaries delivering positive change for people with disability.

<p>Scopes Values</p>	 <p>We celebrate people. We celebrate Scope's diversity when we see every person and the contributions they make.</p> <p>We excel together. We excel together in all that matters to our clients and colleagues.</p> <p>We act bravely. We act and speak up for what is right.</p>
-----------------------------	---

<p>Key Functions</p>	<p>Key Accountabilities, Responsibilities and Deliverables.</p>
<p>Service Provisions</p>	<p>1. Irene Kwong Academy</p> <ul style="list-style-type: none"> • Play a key role in the execution of the implementation plan to stand up the Irene Kwong Academy, and the development of a longer-term roadmap aligned to frontline learning needs and organisational priorities • Establish clear processes to monitor key Academy metrics, including attendance, completion, satisfaction and knowledge uplift. • Support the development of the launch campaign and awareness activities for the Irene Kwong Academy ahead of its July 2026 launch. • Oversee logistics of the Irene Kwong Academy schedule, coordinating who delivers each module, when and where. • Coordinate the development of learning module content to be created by Enabling Services' SMEs and Operations staff • Where required, develop and facilitate module content in collaboration with the People Engagement Team, for example in the Leadership and Culture pillar of Academy. • Coordinate and support required activities undertaken by Change Coaches relating to the Irene Kwong Academy. • Develop and deliver ongoing communications and engagement materials that build awareness, understanding and advocacy for the Academy across internal and external audiences. <p>2. Change Coach Support</p> <ul style="list-style-type: none"> • Support the Change Coach EOI campaign, including drafting channels, messages, FAQs and timelines.

Position Description



	<ul style="list-style-type: none"> • Build the application form (Microsoft Forms), capturing: motivation and desired outcomes - set up triage and scoring. • Support activity for managing the Change Coach candidate pipeline: screen and shortlist; inform Operations and seek executive endorsement. • Support onboarding and BAU forums for Change Coaches; curate agendas, materials, actions and decisions. • Support the facilitation of insight-sharing session with Change Managers to refine ways of working and role clarity.
<p>People Leadership</p>	<ul style="list-style-type: none"> • Model Scope’s values of inclusion, accountability and collaboration; foster psychological safety and constructive challenge. • Coach and enable Change Coaches; set expectations, provide feedback and recognise contributions. • Influence senior stakeholders (COO, CEPO, RGMs, Project Directors) to remove blockers and champion the Academy. • Coordinate across contributors from Frontline/Ops, Comms, P&C/L&D, and other back-office functions, defining clear roles and responsibilities. • Facilitate engaging sessions (virtual and in-person), ensuring accessibility and inclusive participation. • Uphold safeguarding, child safe and quality standards in all engagements.
<p>Growth Delivery</p>	<ul style="list-style-type: none"> • Maintain an integrated implementation plan, and weekly status updates for the Academy implementation progress. • Play a key role in developing and maintaining a roadmap that guides the continued growth of the Academy, ensuring alignment with frontline leadership needs and organisational priorities • Monitor and automate (where applicable) Academy success measures, ie. attendance, completion, satisfaction, knowledge uplift and pipeline metric. • Drive continuous improvement using survey data, lessons learn reflections and feedback loops across key audiences and interested stakeholders. • Provide coordination support for the Monthly SLT Forum as required, including contributors and materials

Selection Criteria	
Qualifications, Experience and Knowledge	<ul style="list-style-type: none"> • Experience in organisational development, learning, leadership development or a related field, with proven capability in designing and delivering talent development programs • Experience in capability uplift facilitation, inclusive of preparation, planning and delivering facilitation activities to audiences of varying levels. • Ability to translate strategic direction into clear, practical actions • Demonstrated capability to set up simple, effective rhythms to monitor progress, track outcomes, and adjust activities based on insights and data. • Strong coordination and project delivery skills, with experience managing multiple stakeholders, schedules, and touchpoints. • Experience building effective relationships across complex organisations, with the ability to influence, coach and collaborate at all levels <p>Desirable</p> <ul style="list-style-type: none"> • Experience working in the NDIS, disability, community services or broader human services sector. • Experience supporting or delivering change in complex, multi-site operational environments.
Workplace Health and Safety	<ul style="list-style-type: none"> • Uphold and comply with Scope Workplace health and safety policies and procedures • 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.
Technical Competencies	<ul style="list-style-type: none"> • Microsoft 365 proficiency (Teams, SharePoint, Forms, Planner/Lists; basic dashboards/reporting). • Virtual meeting and workshop collaboration tools. <p>Desirable:</p> <ul style="list-style-type: none"> • Digital task tracking tool experience or exposure; preference to Monday.com exposure or experience.

Position Description



<p>Behavioural Competencies</p>	<ul style="list-style-type: none"> • Passion for social impact and mission-driven values, with a desire to make a difference in the human services sector • Comfortable with working in an ambiguous environment that is experiencing rapid growth. • Can operate effectively, even when things are not certain • Builds a growth mindset and resilience. • Proven capacity to work both strategically and operationally. • Excellent collaboration, influencing and interpersonal skills with the ability to work in partnership with all level managers and staff. • Strong problem solving and analytical skills with a demonstrated ability to critically analyse issues and develop and implement effective solutions. • High degree of emotional intelligence
<p>Licenses and Accreditations</p>	<ul style="list-style-type: none"> • Cleared NDIS clearance check • Current Employee Working with Children’s check • Must satisfy all visa requirements for working in Australia. • Driver’s license (required for all roles where there is a requirement to travel to deliver services)
<p>Other Information</p>	<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 Chief Transformation Officer on 5th February 2026