



POSITION DESCRIPTION

POSITION TITLE	Intake and Booking Officer
DIVISION	Disability Services
DEPARTMENT	Local Area Coordination
REPORTS TO	Intake and Booking Team Leader

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be safe, happy and empowered. We support and respect all children and vulnerable adults, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all our program participants. All successful candidates will undergo a robust screening process prior to employment. We provide our staff and volunteers with ongoing supervision, support and training in their work with vulnerable people.

DEPARTMENT PURPOSE

The NDIS Services division comprises of Local Area Coordination (LAC) and Early Childhood (EC) services. The Brotherhood of St Laurence is a partner in the community, delivering NDIS Services in five areas across metropolitan Melbourne.

POSITION PURPOSE

The Intake and Booking Officer position will assist in meeting the contract deliverables in the service delivery of NDIS Services across contracted areas. The role ensures that any potential, current and future participants of the NDIS are provided with smooth and efficient support.

KEY RESPONSIBILITIES

- Support the delivery of high-quality NDIS services in accordance with BSLs contractual agreements.
- Be the first point of contact for participants, formal and informal supports, as well as non-NDIS participants. This can be via phone, webchat, email, mail or directly with them by face-to-face interactions (within the scope of an Intake and Booking officer).
- Undertake initial assessments to collect and verify participant information and ensure accuracy of content.
- Confirm streaming details to enable rapid progression of participant to pre-planning sessions and/or planning meeting.
- Outline the role of EC / LAC and where required, prepare the participant for their meeting through information provision.
- Use specialist knowledge to match participants to planners to ensure the best customer service
- Identify and resolve any initial issues such as accessing and confirming supporting documentations
- Follow specified practices and processes to enable service level monitoring, evaluation, and reporting against key performance indicators (KPIs) and to ensure required outcomes and performance measures are met.
- Develop and maintain effective relationships with the EC and LAC teams across regions
- Ensure all participant interactions are customer cantered, including in relation to their preferred appointment day, time, and location
- Develop and maintain effective relationships with participant support networks such as peer and advocacy groups
- Liaise with the NDIA, service providers and carers to book meetings and planning sessions
- Contribute to the review and development of screening and intake systems and processes in consultation with the Intake and Booking Officer manager
- Complete reporting requirements as directed
- Other duties as required

TO BE SUCCESSFUL YOU MUST HAVE

Essential

- Proven experience in working within customer facing environments, customer services or similar roles.
- Proven experience in an intake or data entry role.
- Proven experience working in a team environment that require for staff to pivot from one task to another flexibly and within short notice.

- Well-developed interpersonal and communication skills with the ability to build effective relationships through active listening and empathy, and to be able to liaise across all levels both internally, externally and with people from diverse backgrounds.
- Demonstrated experience in providing professional and friendly customer service to the community.
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines in a dynamic fast paced environment.
- Ability to work autonomously and effectively as part of a team to achieve outcomes.
- Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel, Teams, and Outlook, with the ability to effectively use a range of office, admin, and customer support technologies.
- Understanding of and empathy with the values and ideals of the Brotherhood.

Desirable

- Demonstrated understanding of the National Disability Insurance Scheme.
- Demonstrated understanding of disability and the care and community sector.
- Lived experience or awareness of the impact of existing or acquired disability upon individuals, carers, and community.
- Networks within CALD or Aboriginal and Torres Strait Islander communities.
- Prior experience working in a virtual team's environment.

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include work-based travel and attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A Disability Worker Exclusion Scheme Check is required for this position. The Brotherhood will facilitate this process
- A satisfactory Police Check is required - BSL will support successful candidates in this process
- A Working with Children Check is required - BSL will support successful candidates in this process
- An NDIS Worker Screening check is required – BSL will support successful candidates in this process
- NDIA related checks shall be undertaken, including NDIS Banning Orders Register check

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.