



## Position Description

<b>Position Title</b>	Intake and Booking Team Leader
<b>Division</b>	Disability Services
<b>Department</b>	Customer Service
<b>Reports To</b>	Senior Manager, Customer Service

## Organisation 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 primary purpose of BSL Disability Services is to ensure that people with disability enjoy the same rights, choices, and opportunities as all Australians to participate socially and economically in society. We:

- Assist people to navigate the National Disability Insurance Scheme (NDIS), participate in community and access supports as required to achieve their goals
- Recommended policy and practice reforms to achieve the outcomes of the Australian Disability Strategy
- Provide disability services that innovate and lead to better support and achievement of the Australian Disability Strategy for all people with disability

The NDIS Services Department operates alongside BSL's broader Disability Services Team and informs the work and focus of our disability advocacy and work.

The NDIS Department comprises of Local Area Coordination (LAC) and Early Childhood (EC) services. The Brotherhood of St Laurence is a partner in the community delivering LAC and EC services in five areas across metropolitan Melbourne including Northeast Melbourne, Bayside Peninsula, Hume Merri Bek, Brimbank Melton and Western Melbourne.

The NDIS Team supports children and adults who have a developmental delay or disability and their families/carers to access and participate in community and mainstream services, employment, social, and educational opportunities.

## **Position Purpose**

The Intake and Booking Team Leader position oversees the management and coordination of the Disability Services Intake and Bookings Team to ensure timely, efficient, and responsive services provision to BSLs NDIS participants, customers, and the community.

Additionally, as necessary, this position screens participant records, ensuring that all relevant participant/family/carers information is correct, current, and available.

## **Key Responsibilities**

### **Service Delivery and Key Performance Indicators (KPIs):**

- Provide coaching and support to all direct reports in relation to their performance, monitor and provide appropriate feedback in accordance with BSL policies and procedures
- Oversee BSLs Disability Services Intake and Bookings Team, including assisting and monitoring workloads, managing workflow to ensure timely completion of activities and to optimize performance
- Oversee and manage the Intake function, including customer service and data entry across all BSL Disability Services regions, ensuring timely responses and accuracy of information are provided and recorded

- Liaise with the Senior Manager of the Customer Service Team daily with progress and workflow of the team and any participant concerns and/or queries
- Be the first point of contact for the team to check processes and messaging to families and stakeholders, escalating issues as necessary
- Prepare and produce reports and track progress of the Intake and Bookings function

### **Community Engagement, Capacity Building, Planning and Implementation Services:**

- Develop and maintain effective relationships with participant support networks such as peer and advocacy groups

### **Continuous Quality Improvement:**

- In collaboration with the Senior Manager of the Customer Service Team, set goals and objectives for the team to ensure outcomes are met
- Under the guidance of the Senior Manager of the Customer Service Team, work to develop and continually review relevant systems, policies, and processes to provide excellent customer service and to maximise the efficiency and consistency of the intake process
- Develop and be responsible for issuing Continuous Improvement Record (CIR) for the team that focuses on efficiency and family-centred practice
- Screen, triage, and assess participants to ensure accuracy of content required and appropriate matching to enable progression of participant to a planning meeting

### **Compliance and Risk Management:**

- 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

### **Stakeholder Relationships:**

- Develop and maintain effective relationships with the wider Disability Services Teams and external stakeholders such as NDIA staff and disability providers

### **Other:**

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSLs quality framework and culture by participating in and promoting quality actions through continual improvement activities

- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSLs values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures
- This position will require indirect contact with children and vulnerable individuals
- Other duties as required

## **Scope of Responsibility**

### **Direct Reports:**

- Intake and Booking Officers

## **Key Selection Criteria**

### **Career Experience:**

- Demonstrated knowledge and previous experience in a similar role within disability and/or community services
- Proven experience leading and managing a productive team environment that requires staff to pivot from one task to another flexibly and within short notice
- Demonstrated experience in providing professional and friendly customer service to the community in customer-facing environments
- Demonstrated ability to identify and implement continual service improvements
- Proven ability to work autonomously and effectively as part of a team
- Demonstrated ability to identify and resolve problems and make appropriate recommendations
- Well-developed organisational and time management skills with the ability to plan team workload, prioritise, and meet deadlines in a fast-paced multi-site environment
- 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

### **Personal Qualities:**

- Highly developed interpersonal and communication skills with the demonstrated ability to liaise and build collaborative relationships across all levels, both internally and externally, and with people from diverse backgrounds
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

### **Qualifications/Other:**

- Highly developed administrative and professional writing skills
- Experience with highly accountable processes that are subject to external review

### **Desirable:**

- Demonstrated understanding of the National Disability Insurance Scheme (NDIS)
- Demonstrated understanding of disability and the care and community sector
- Industry experience working either with children, families, or disability
- Lived experience and insight of people with disability
- A background in and/or experience working with CALD or Aboriginal and Torres Strait Islander communities
- A commitment to and/or experience in delivering services using strengths-based and person-centred principles
- Experience working in service systems that inform and empower service users
- Prior experience working in a virtual team 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 satisfactory Police Check is required. BSL will support successful candidates in this process
- A Working with Children Check is required for this position. 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 checks

BSL values diversity and inclusion with regard to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.

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.